



Performance Audit of the Ord Hydro Integrated Regional License Conditions



- Final Rev A
- 16 December 2008





Performance Audit of the Ord Hydro Integrated Regional License Conditions

- Final Rev A
- 16 December 2008

Sinclair Knight Merz ABN 37 001 024 095 32 Cordelia Street South Brisbane QLD 4101 Australia PO Box 3848 South Brisbane QLD 4101 Australia Tel: +61 7 3026 7100 Fax: +61 7 3026 7444 Web: www.skmconsulting.com

COPYRIGHT: The concepts and information contained in this document are the property of Sinclair Knight Merz Pty Ltd. Use or copying of this document in whole or in part without the written permission of Sinclair Knight Merz constitutes an infringement of copyright.

LIMITATION: This report has been prepared on behalf of and for the exclusive use of Sinclair Knight Merz Pty Ltd's Client, and is subject to and issued in connection with the provisions of the agreement between Sinclair Knight Merz and its Client. Sinclair Knight Merz accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.



Contents

1.	Executive Summary					
2.	State	ment of Independence	3			
	2.1.	Professional Scepticism	3			
3.	Limita	ations Statement	4			
4.	Introd	luction	5			
	4.1. 4.2.	Commercial Consideration Transmission System	5 6			
5.	Audit	Scope	7			
	5.1.	Scope and Objective	7			
6.	Audit	Methodology	9			
		Risk Assessment Consequence Ratings Likelihood Ratings Inherent Risk Rankings Level of Existing Controls Audit Priority	9 9 10 10 10 11			
7.	Perfo	rmance Summary	12			
8.	Post	Implementation Plan	14			
9.	Reco	mmendations	15			
10.	Obse	rvations	16			
11.	Signa	tures	17			
Арр	endix	A Statement of Non-Occurrence from Pacific Hydro Pty Ltd	18			
Арр	Appendix B Performance Audit Results 19					
App Aud		C Contributors and Personnel Interviewed in the Conduct of	the 20			



Document history and status

Revision	Date issued	Reviewed by	Approved by	Date approved	Revision type
Draft	5 Dec 2008	K Summers	J Butler	4 Dec 2008	
Final	9 Dec 2008	K Summers	J Butler	8 Dec 2008	
Final Rev A	16 Dec 2008	P Reid	J Butler	16 Dec 2008	

Distribution of copies

Revision	Copy no	Quantity	Issued to
Draft		2 (Electronic)	G Glab, K Summers
Final		1 (Electronic)	K Summers
Final Rev A		1 (Electronic)	K Summers

Printed:	18 December 2008
Last saved:	17 December 2008 06:11 PM
File name:	D:\Documents\Projects\QH90224_Ord Hydro Audit 2008\Deliverables\QH90224R002.doc
Author:	Michael Farr
Project manager:	Michael Farr
Name of organisation:	Pacific Hydro Pty Ltd
Name of project:	Performance Audit of the Ord Hydro Integrated Regional License Conditions
Name of document:	Report
Document version:	Final Rev A
Project number:	QH90224

SINCLAIR KNIGHT MERZ



1. Executive Summary

Pacific Hydro Pty Ltd (PHL) sought and was granted approval to appoint SKM to undertake a Performance Audit of the compliance of the Ord Hydro Partnership with the licence conditions in its Integrated Regional Licence (EIRL4) as required by Section 13 of the Electricity Industry Act 2004 (WA). This approval was notified to PHL on 29 July 2008

PHL subsequently engaged SKM to undertake the performance audit and SKM developed a performance audit plan which was submitted to the Economic Regulation Authority (Authority) and subsequently approved on 30 October 2008.

The audit and review covers the period from 30 June 2006 to 30 June 2008 and is the first such audit and review required, and was conducted in accordance with the Authority's "Audit Guidelines: Electricity, Water and Gas Licences (September 2006)".

PHL and the OHP co-operated fully during the conduct of this audit.

SKM found that PHL was generally in compliance with the performance areas audited in this study. All fees that were required to be paid were paid in full in a timely manner and all reports required by the Economic Regulation Authority (Authority), required to be published or provided to the Minister, had been provided or published within the specified time frame or within extended time frames approved by the Authority.

There were also a number of conditions that could not be tested as the occurrence of the event to be audited had not occurred or been triggered during the audit period, or prior to the audit period. These conditions have been noted in the report.

There were however four (4) areas where PHL was not found to be fully compliant. They were in the general areas of meter calibration verification, monitoring of quality of supply, performance reporting as required under the Network Quality and Reliability Code¹ and IT security policies and practices.

SKM found that PHL has a clear and defined policy regarding revenue meter calibration tests, and that these were clearly defined in each of the two (2) PPA's executed between the Ord Hydro Partnership (OHP). However, we could find no evidence of the policies being implemented. On this matter, SKM has recommended that all revenue meter installations inclusive of check meters be verified for calibration accuracy within the next 6 months.

¹ Electricity Industry (Network Quality and Reliability of Supply) Code 2005



SKM found no evidence of either any quality of supply monitoring equipment having been installed on the network or of any periodic testing of same. SKM also noted that there had never been any complaints from either of the two (2) customers on the network regarding same. In this instance SKM recommends that quality of supply meters be installed at a convenient locations as close to the customers point of connection as possible, within the next 12 months and the outputs of these meters monitored.

SKM sighted a copy of the published performance report as required under Clause 26 and 27 of the Network Quality and Reliability Code², however it was noted that the report was neither submitted nor published in accordance with the required time frame. We also established that PHL has subsequently been issued with an exemption from the requirements of these Clauses by the Authority for all subsequent years. As such, no corrective actions are recommended.

SKM also found no evidence of any documented IT policy that related to the issuance and security of passwords for the security of computer held information by third parties. SKM found evidence that security measures were in place, but there was no evidence of a written policy on this matter provided during the audit process. Accordingly, we could not attest to a level compliance. We suggest that such a policy should be developed and audited for implementation compliance within the next six (6) months.

² Electricity Industry (Network Quality and Reliability of Supply) Code 2005



2. Statement of Independence

In undertaking this audit and drawing the conclusions that we have, SKM has acted independently, and exercised sound engineering judgement based on our knowledge and experience in the electricity industry both within Australia and off shore. Pacific Hydro Pty Ltd cooperated fully with SKM during this audit.

2.1. Professional Scepticism

At all times the proposed audit was undertaken applying the principles of professional scepticism as defined in Section 6.3.2 of the Audit Guidelines³.

That is, SKM as the auditor neither assumed that management (licensee) was dishonest, nor did we assume unquestioned honesty. At all times, we recognised that audit evidence needs to be objectively evaluated to ensure that the audit report is free from material misstatement.

³ Audit Guidelines : Electricity, Gas and Water Licenses; Economic Regulation Authority, Western Australia



3. Limitations Statement

SKM has prepared this report based on the information presented by Pacific Hydro Pty Ltd (PHL) and the Ord Hydro Partnership (OHP) in relation to their compliance with the conditions of their licence. This report accurately represents the evidence provided during the interview and inspection process. The audit investigated the systems and processes that the OHP and PHL use and not the accuracy of the data provided. As such, SKM shall not be held liable for loss or damage to third parties due to reliance on the information contained in this report or in supporting documentation.



4. Introduction

The Economic Regulation Authority (Authority) granted Pacific Hydro Pty Ltd (PHL) on behalf of Ord River Dam Hydro Partnership⁴ (OHP) (Licensee) an Integrated Regional Licence (EIRL4) in accordance with the *Electricity Industry Act 2004 (WA)* on the 30th June 2006.

It is a requirement in terms of Clause 23.1 of EIRL4 that OHP appoint an independent expert acceptable to the Authority, to provide the Authority with a performance audit within 24 months after the commencement date, and every 24 months thereafter.

The Authority subsequently granted an extension for the submission date for the performance audit to 12 December 2008.

PHL has appointed Sinclair Knight Merz (SKM) as their auditors to report on OHP's performance compliance with their licence conditions. The professional analysis in this report has been prepared by SKM for the exclusive use of the parties to whom it is addressed. In conducting the analysis in this report, SKM has endeavoured to use what is considered the best information available at the date of publication, including information supplied by OHL and Pacific Hydro Limited (PHL).

In undertaking this audit and drawing the conclusions that we have, SKM has acted independently, and exercised sound engineering judgement based on our knowledge and experience in the electricity industry both within Australia and off shore. Pacific Hydro co-operated fully with SKM during this audit.

4.1. Commercial Consideration

The Ord Hydro Scheme was established to generate and transmit the majority of the electricity supply needs of the Argyle Diamond Mine (ADM), and Western Power Corporation (now Horizon Power). Western Power Corporation (Western Power) was the distribution utility that supplied the Kununurra township in north east Western Australia at the time.

Power Purchase Agreements (PPA's) were established between Pacific Hydro and each of the ADM and Western Power. Each of these PPA's contained electricity supply conditions required of Pacific Hydro. Pacific Hydro reports annually to each customer on its performance in accordance with contract conditions.

⁴ The Ord River Dam Hydro Partnership consists of North Western Energy Pty Ltd, Pacific Hydro Group Two Pty Ltd and Energis Australia Pty Ltd, all of which are wholly-owned subsidiaries of Pacific Hydro Pty Ltd. The partnership is collectively referred to as "Ord Hydro Partnership (OHP)" in this document.



The PPA's were established in 1994 with a validity period expiring in 2021 (unless terminated earlier).

Of the two customers Ord Hydro supplies, ADM represents approximately 66% of load requirements.

Annual reporting requirements were structured around penalty or liability clauses defined in the PPA's and generally related the percentage of energy supplied to each customer annually compared to the total contracted amount for the year.

4.2. Transmission System

The transmission system from the Ord Hydro generation plan consists of a single circuit line from the generation facility at the base of the Ord dam wall to a Tee point substation. From this station, two single circuit single conductor radial lines run in different directions, one each to the ADM and the Horizon substation in Kunnanurra.

Each of the customers' substations contains multiple standby and base load diesel generators as specified in the PPA's.



5. Audit Scope

This audit was undertaken in accordance with the Performance Audit Plan for the Ord Hydro Partnership as approved by the Authority on 30 October 2008.

5.1. Scope and Objective

The objective of the audit was to undertake a systematic, independent and documented audit process for obtaining audit evidence and evaluating objectively it to determine the extent to which OHP operates its Integrated Regional Licence operations.

The audit identified any areas where improvement is required and recommends corrective action as necessary and developed in the Post Audit Implementation Plan with PHL.

The audit followed a risk-based audit approach to focus on the systems and effectiveness of processes used to ensure compliance with the standards, outputs and outcomes required by the license conditions.

The scope of the audit covered the following areas:

- Risk assessment the risks posed by non-compliance with license standards and development of a risk-based audit plan to focus on the higher risk areas, with less intensive coverage of medium and low risk areas;
- Process compliance the effectiveness of systems and procedures in place throughout the audit period;
- Outcome compliance the actual performance against standards prescribed in the license throughout the audit period;
- Output compliance the existence of the output from systems and procedures throughout the audit period(that is, proper records exist to provide assurance that procedures are being consistently followed and controls are being maintained);
- Integrity of performance reporting the completeness and accuracy of the performance reporting to the ERA; and
- Compliance with any individual license conditions any specific requirements imposed by the ERA or specific issues for follow-up that are advised by the ERA.

This audit covers the period from the first issue of licenses which is 30 June 2006 to 30 June 2008.



As PHL has no small use customers as defined by the definitions in the licence, is not part of nor connected to the SWIS and is a closed system, no conditions have been included relating to:

- a. Customer Service Charter;
- b. Electricity Industry Customer Transfer Code 2004;
- c. Electricity Industry (Obligation to Connect) Code;
- d. Code of conduct for the Supply of Electricity to Small Use Customers 2004; and
- e. Electricity Networks access Code.



6. Audit Methodology

6.1. Risk Assessment

The preliminary risk assessment is based on the ERA's Audit Guidelines: Electricity, Gas and Water licenses and our initial understanding of the operations of OHP is shown below.

The assessment was based on the following criteria.

Rating		Consequence of non-compliance				
		Supply quality	Supply reliability	Consumer protection	Breaches of legislation or other licence conditions	
1	Minor	Minor public health or safety issues.	System failure or connection delays affecting only a few customers.	Customer complaints procedures not followed in a few instances.	Licence conditions not fully complied with but issues have been promptly resolved.	
		Breach of quality standards minor - minimal impact on customers.	Some inconvenience to customers.	Nil or minor costs incurred by customers.		
2	Moderate	Event is restricted in both area and time eg, supply of service to one street is affected for up to one day.	Event is restricted in both area and time eg supply of service to one street is affected for up to one day.	Lapse in customer service standards is clearly noticeable but manageable.	Clear evidence of one or more breaches of legislation or other licence conditions and/or sustained period of breaches.	
		Some remedial action is required.	Some remedial is required.	Some additional cost may be incurred by some customers.		
3	Major	Significant system failure. Life-threatening injuries or widespread health risks. Extensive remedial actions required	Significant system failure. Extensive remedial action required.			



6.3. Likelihood Ratings

А	Likely	Non-compliance is expected to occur at least once or twice a year
В	Probable	Non-compliance is expected to occur once every three years
С	Unlikely	Non-compliance is expected to occur once every 10 years or longer

6.4. Inherent Risk Rankings

		Consequence		
Likelihood		1. Minor	2. Moderate	3. Major
A. Likely	А	Medium	High	High
B. Probable	В	Low	Medium	High
C. Unlikely	С	Low	Medium	High

6.5. Level of Existing Controls

Level		Description
S	Strong	Strong controls that are sufficient for the identified risks
М	Moderate	Moderate controls that cover significant risks; improvements could be made
W	Weak	Controls are weak or non-existent and have minimal impact on the risks



6.6. Audit Priority

Adequacy of existing controls							
Inherent		Strong	Moderate	Weak			
Risk	High	Audit priority 2	Audit priority 2	Audit priority 1			
	Medium	Audit priority 4	Audit priority 4	Audit priority 3			
	Low	Audit priority 5	Audit priority 5	Audit priority 5			



7. Performance Summary

SKM found that PHL was generally in compliance with the performance areas audited in this study. All fees that were required to be paid were paid in full in a timely manner and all reports required by the Economic Regulation Authority (Authority), required to be published or provided to the Minister, had been provided or published within the specified time frame or within extended time frames approved by the Authority.

There were also a number of conditions that could not be tested as the occurrence of the event to be audited had not occurred or been triggered during the audit period, or prior to the audit period. These conditions have been noted in the report.

There were however four (4) areas where PHL was not found to be fully compliant. They were in the general areas of meter calibration verification, monitoring of quality of supply, performance reporting as required under the Network Quality and Reliability Code⁵ and IT security policies and practices.

SKM found that PHL has a clear and defined policy regarding revenue meter calibration tests, and that these were clearly defined in each of the two (2) PPA's executed between the Ord Hydro Partnership (OHP). However, we could find no evidence of the policies being implemented. On this matter, SKM has recommended that all revenue meter installations inclusive of check meters be verified for calibration accuracy within the next 6 months.

SKM found no evidence of either any quality of supply monitoring equipment having been installed on the network or of any periodic testing of same. SKM also noted that there had never been any complaints from either of the two (2) customers on the network regarding same. In this instance SKM recommends that quality of supply meters be installed at a convenient locations as close to the customers point of connection as possible, within the next 12 months and the outputs of these meters monitored.

SKM sighted a copy of the published performance report as required under Clause 26 and 27 of the Network Quality and Reliability Code⁶, however it was noted that the report was neither submitted nor published in accordance with the required time frame. We also established that PHL has subsequently been issued with an exemption from the requirements of these Clauses by the Authority for all subsequent years. As such, no corrective actions are recommended.

⁵ Electricity Industry (Network Quality and Reliability of Supply) Code 2005

⁶ Electricity Industry (Network Quality and Reliability of Supply) Code 2005



SKM also found no evidence of any documented IT policy that related to the issuance and security of passwords for the security of computer held information by third parties. SKM found evidence that security measures were in place, but there was no evidence of a written policy on this matter provided during the audit process. Accordingly, we could not attest to a level compliance. We suggest that such a policy should be developed and audited for implementation compliance within the next six (6) months.



8. Post Implementation Plan

The Post Implementation Plan was developed in conjunction with the Licensee and recorded as corrective actions in the audit results.



9. Recommendations

In the performance of this audit, SKM has identified a number of non-conformances (i.e. not fully in conformance). The recommended corrective actions for these non-conformances are:-

- 1) All revenue meter installations inclusive of check meters be verified for calibration accuracy within the next 6 months;
- 2) Quality of supply meters be installed at a convenient locations and as close to the customers point of connection within the next 12 months and the outputs of these meters monitored; and
- 3) An IT policy relating to the issuance and security of passwords for the security of computer held information by third parties should be developed and its implementation audited within the next six (6) months.



10. Observations

In developing an audit plan for PHL and the OHP in relation to the management and operation of the Ord Hydro generation and transmission scheme, SKM was of the view that a significant number of the obligation conditions to be audited, were not applicable due to the unique configuration and nature of the associated network. These were highlighted to the Authority in the SKM report "Ord Hydro Performance Audit Plan – 30 June 2006 to 30 June 2008". Notification of the Authority's approval of this report and associated audit plan was received on 30 October 2008.

Specifically, obligation conditions relating to the following matters were omitted:

- Small Use Customers: As OHP has no small use customers as defined by the definitions in the licence, no conditions have been included relating to:
 - a. Customer Service Charter;
 - b. Electricity Industry Customer Transfer Code 2004; or
 - c. Code of conduct for the Supply of Electricity to Small Use Customers 2004.
- Third Party Access: There is no provision nor capacity for third party access to the OHP network;
- **Isolated System**: The OHP network is an isolated network, and whilst all electricity generated and transmitted is renewable from the hydro generation facilities, there is no additional energy generation that could be contracted to also supply additional renewable energy;
- **Covered Network**: The OHP network is not a covered network; and
- **Distribution Network:** OHP does not operate a distribution network.

As the general nature of the network for the Ord Hydro scheme is not likely to change in the future SKM suggests that a formal exemption to the reporting conditions that relate to these obligations would seem appropriate.



11. Signatures

Auditor

Michael Farr

Date _____

Senior Executive and Manager Electricity Networks Sinclair Knight Merz 32 Merivale Street South Brisbane, Qld,

Pacific Hydro Pty Ltd

Kate Summers

Date _____

Regulatory Compliance Manager Pacific Hydro Pty Ltd Level 10, 474 Flinders Street Melbourne, Victoria, 3000



Appendix A Statement of Non-Occurrence from Pacific Hydro Pty Ltd



5 December 2008

Writers direct contact Email : ksummers@pacifichydro.com.au *Mobile* 0418 514 473

Mr Paul Reid Assistant Director, Monitoring Economic Regulation Authority PO Box 8469 PERTH BC WA 6849

Dear Paul,

Re: Licence EIRL 4, Performance Audit

This letter is to provide supporting statements for the performance audit being undertaken by SKM for the Ord Hydro Scheme and its operation under an Integrated Regional Licence as issued on 30 June 2006.

There are a number of obligations that are required to be audited which at the time of this audit have not occurred or been triggered. These obligations relate to Code items concerning activities or responses such as network development, disputes and others.

The following statements are provided to advise that these events have not occurred or been triggered during the audit period. The items are detailed in the attached table.

Yours sincerely

K P Summers Regulatory Compliance Manager

Obligation No.	Licence condition	Obligations under condition	Description	Comment
92	Integrated Regional Licence condition 5.1	Electricity Industry Act 65(d)	Electricity Networks Corporation and Regional Power Corporation must implement arrangements set out in an approved extension and expansion policy	No extensions or expansion have been undertaken.
103	Integrated Regional Licence condition 20.2	Electricity Industry Act section 12	A licensee must amend the asset management system before an expansion or reduction in generating works, distribution systems and transmission systems and notify the Authority in the manner prescribed, if the expansion or reduction is not provided for in the asset management system.	No expansions or reductions have occurred.
104	Integrated Regional Licence condition 20.3	Integrated Regional Licence condition 20.3	A licensee must not expand the generating works, distribution systems or transmission systems outside the licence area	No expansions or reductions have occurred.
106	Electricity Industry Act section 11	Integrated Regional Licence condition 22.4	A licensee must comply with any individual performance standards prescribed by the Authority	No individual performance standards have been prescribed other those included in this audit.
109	Electricity Industry Act section 11	Integrated Regional Licence condition 25.1	A licensee must report to the Authority in the manner prescribed if a licensee is under external administration or there is a significant	The licensee has not been under external administration, nor has there been a significant change to financial or technical circumstances that could affect its ability to

			change in the circumstances upon which the licence was granted which may affect a licensee's ability to meet its obligations	meet the licence obligations.
111	Electricity Industry Act section 11	Integrated Regional Licence condition 27.2	A licensee must publish any information it is directed by the Authority to publish within the timeframe specified	The licensee has not been directed to publish any information by the authority.
300	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 2.2(1)(a)	A network operator must treat all Code participants that are its associates on an arms- length basis	No Code participants were associates during the audit period. (There are no <i>covered services</i> in the East Kimberley Power System).
301	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 2.2(1)(b)	A network operator must ensure that no Code participant that is its associate receives a benefit in respect of the Code unless the benefit is attributable to an arm's length application of the Code or is also made available to all other Code participants on the same terms and conditions	No code participants are associates.
304	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.3(1)`	An Interval meter must at least have an interface to allow the interval energy data to be downloaded in the manner prescribed using an interface compatible with the requirements specified in the applicable metrology procedure.	There are no interval meters in the network.
305	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.3(3)	If a metering installation is required to include a communication link, the link must (where necessary) include a modem and isolation device approved under the relevant	There is no requirement to have a communications link.

			telecommunication regulations to allow the interval energy data to be downloaded in the manner prescribed	
309	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.5(6)	A network operator may only impose a charge for providing, installing, operating or maintaining a metering installation in accordance with the applicable service level agreement between it and the user	No charges relating to providing, installing, operating or metering installations have been imposed by the licensee.
311	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.7	All devices that may be connected to a telecommunications network must be compatible with the telecommunications network and comply with all applicable State and Commonwealth enactments.	There are no devices connected to the telecommunications network.
334	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.20(1)	A network operator must, if reasonably requested by a Code participant, provide enhanced technology features in a metering installation	Enhanced technology features in the metering stations have not been requested.
335	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.20(3)	A network operator may only impose a charge for the provision of metering installations with enhanced technology features in accordance with the applicable service level agreement between it and the user	Enhanced technology features in the metering stations have not been requested, therefore related charges have not been imposed.

337	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.21(2)	If a metering installation includes measurement elements and an internal data logger at the same site, it must include facilities on site for storing the interval energy data for the periods prescribed	No enhanced features are provided on any of the meters.
338	Integrated Regional Licence condition 5.1	Integrated Regional Licence condition 5.1	A network operator providing one or more metering installations with enhanced technology features must be licensed to use and access the metering software applicable to all devices being installed and be able to program the devices being installed and be able to program the devices and set parameters	No enhanced features are provided on any of the meters.
339	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.23(a)	Where signals are provided from the meter for the user or the user's customers use, a network operator must ensure that signals are isolated by relays or electronic buffers to prevent accidental or malicious damage to the meter	No signals are provided to any customers.
340	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 3.23(b)	Where signals are provided from the meter for the user or the user's customer use, a network operator must provide the user or the user's customers with sufficient details of the signal specification to enable compliance with clause 3.23(c) of the Code.	No signals are provided to any customers.

349	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 4.4(1)	A network operator and affected Code participants must liaise together to determine the most appropriate way to resolve a discrepancy between energy data held in a metering installation and data held in the metering database	No such discrepancies have occurred.
350	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 4.5(1)	A Code participant must not knowingly permit the registry to be materially inaccurate	No such discrepancies have occurred.
352	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 4.6(1)	If a network operator is notified of a change to or inaccuracy in an item of standing data by a Code participant which is the designated source for the item of standing data then the network operator must update the registry	No such notice has been received.
353	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 4.6(2)	If a network operator is notified of a change to or inaccuracy in an item on standing data by a Code participant which is not the designated source for the item of standing data or otherwise becomes aware of a change to or inaccuracy in an item of standing data then the network operator must undertake investigations to the standard of good electricity industry practise to determine whether the registry should be updated and update the registry as required	No such notice has been received.

354	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 4.7	A network operator must notify any affected user for a metering point of the updated standing data within the timeframes prescribed where that user would otherwise be entitled to the updated standing data	Such an event has not occurred.
360	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.1(2)	A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire.	No such requests have been received. No service level agreements exist in the network.
368	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.8	A network operator must provide a user with whatever information the network operator has that is necessary to enable the user to comply with its obligations under the Code of Conduct within the time necessary for the user to comply with the obligations	No such requests have been received.
369	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.9	A network operator must provide standing data, provided to or obtained by it under this Code, to users where required to do so under any enactment	No such requests have been received.

383	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.19(5)	A network operator must give notice to a user or (if there is a different current user) the current user, acknowledging receipt of any customer, site or address attributes from the user within the timeframes prescribed	No such requests have been received.
387	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.20(4)	If a code participant requests verification of energy data, a network operator must, in accordance with the metrology procedure, use reasonable endeavours to verify energy data and inform the requesting Code participant of the results of the verification and provide the verified energy data within the time frames prescribed.	No such requests have been received.
388	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.21(2)	A network operator must comply with any reasonable request by a Code participant to undertake either a test or an audit of the accuracy of the metering installation or the energy or standing data of the metering installation	No such requests have been received.
392	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.21(8)	A network operator may only impose a charge for the testing of the metering installations, or auditing of information from the meters associated with the metering installations, or both in accordance with the applicable service level agreement between it and the user	No charges for testing or auditing of meters have been imposed.

393	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.21(9)	Any written service level agreement in respect of the testing of metering installations or the auditing of information from the meters associated with the metering installations must include a provision that no charge is to be imposed if the test or audit reveals a non- compliance with this Code which results in energy data errors in the network operator's favour.	No service level agreements exist in the network. No charges for testing or auditing of meters have been imposed.
402	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.23(1)	A network operator that determines that there is no possibility of determining an actual value for a metering point must designate an estimate or substituted value for the metering point to be a deemed actual value for the metering point.	There has not been an incident where both main and check meters were malfunctioning simultaneously.
405	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.24(1)	A network operator that uses a deemed actual value (first value) for energy data for a metering point and a better quality actual or deemed actual value is available (second value) must replace them with the second value if doing so would be consistent with good electricity industry practise	"Deemed actual" values are not used.
406	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause	A network operator that uses an estimated or substituted value (first value) for energy data for a metering point, and a better quality	"Estimated actual" values are not used.

		5.24(3)	actual, deemed, estimate or substituted value is available (second value), must replace the first value with the second value if doing so would be consistent with good electricity industry practise or the user and its customer jointly request it to do so.	
407	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.24(4)	A network operator (acting in accordance with good electricity industry practice) must consider any reasonable request from a Code participant for an estimated or substituted value to be replaced	No such requests have been received.
408	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 5.29	A network operator must ensure the accuracy of estimated energy data in accordance with the methods in its metrology procedure and ensure that any transformation or processing of data preserves its accuracy in accordance with the metrology procedure	"Estimated actual" values are not used.
417	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 6.20(4)	A network operator must amend any document in accordance with the Authority's final findings	No final findings have been received from the authority.
424	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 8.1(1)	Representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the	No such disputes have occurred.

			dispute under or in connection with the Electricity Industry Metering Code by negotiations in good faith	
425	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 8.1(2)	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith	No such disputes have occurred.
426	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 8.1(3)	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith	No such disputes have occurred.
427	Integrated Regional Licence condition 5.1	Electricity Industry Metering Code clause 8.1(2)	If the dispute is resolved by representative negotiations senior management negotiations or CEO negotiations, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution	No such disputes have occurred.
428	Integrated Regional	Electricity Industry Metering Code clause	The disputing parties must at all times conduct themselves in a manner which is directed	No such disputes have occurred.

	Licence condition 5.1	8.3(2)	towards achieving the objective of dispute resolution with as little formality and technicality and with as much expedition as the requirements of Part 8 of the Code and a proper hearing and determination of the dispute, permit	
429	Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 5 (1)	A distributor or transmitter must, as far as reasonably practicable, ensure that electricity supply to a customer's electrical installations complies with prescribed standards.	No power quality complaints have been received.
430	Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 8	A distributor or transmitter must, so far as reasonably practicable, disconnect the supply of electricity to installations or property in specified circumstances, unless it is in the interest of the customer to maintain the supply	Such a situation has not occurred.
437	Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 13(3)	A distributor or transmitter must, on request, provide to an affected customer a free copy of an instrument issued by the Minister and of any notice given under section 14(7) of the Electricity Industry (Network Quality and Reliability of Supply) Code 2005	No such request has been received.
438	Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply)	A distributor or transmitter that agrees with a customer to exclude or modify certain provisions must set out the advantages and disadvantages to the customer of doing so in	No such agreement has been made.

		Code 2005 clause 15(2)	their agreement.	
446	Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 24(3)	A distributor or transmitter must complete a quality investigation requested by a customer in accordance with specified requirements.	No such request has been received.
447	Integrated Regional Licence condition 5.1	Electricity Industry (Network Quality and Reliability of Supply) Code 2005 clause 24(4)	A distributor or transmitter must report the results of an investigation to the customer concerned	No such request has been received.



Appendix B Performance Audit Results

Appendix B: Performance Audit Work Sheet

Obligation No.	Description	Adequacy of existing controls (S=strong, M=moderate, W=weak	Audit Priority(1=highest, 5=lowest)	Verification / Tests	Compliance Rating	Effectiveness	Corrective Actions	Responsible person	Target date
	A License must, not less than once every 24 months, provide the Authority with a performance audit conducted by an independent expert acceptable to the Authority	S	5	Depart sighted timely submission			Nil		
	A licence must provide for an asset management system.	W	3	Report sighted - timely submission Audit report of asset management system	5		Nil Contained in the ARMS Reliability Engineers audit report	George Glab	31/12/2008
	A licensee must notify details of the asset management system and any substantial changes to it to the Authority	W	3	Details of the AMS reported to the Authority prior to issuance of License - on issues raised	5		Nil		
	A licensee must provide the Authority with a report by an independent expert as to the effectivenes of its asset management system every 24 months, or such longer period as determined by the Authority.	М	2	Audit report of asset management system - issuance date to the Authority not yet due	5		Nil		
	A licensee must pay to the Authority the prescribed licence fee within one month after the day of grant or renewal of the licence and within one month after each anniversary of that day during the term of the licence.	S	5	Receipts for each payment	5		Nil		
	A licensee must take reasonable steps to minimise the extent duration of any interruption, suspension or restriction of the supply of electricity due to an accident, emergency, potential danger or other unavoidable cause.	М	2	Procedures detailed in PPA's Operational logs	5		Nil		
	A licensee must pay the costs of taking an interest in land or an easement over land	М	5	No interests taken land or easements during the audit period	N/A		Nil		
92	Electricity Networks Corporation and Regional Power Corporation must implement arrangements set out in an approved extension and expansion policy	М	2	No extensions or expansions occurred during	N/A		Nil		

103	A licensee must amend the asset management system before an expansion or reduction in generating works, distribution systems and transmission systems and notify the Authority in the manner prescribled, if the expansion or reduction is not provided for in the asset management system.	М	2	No extensions or expansions occurred during the audit period	N/A	Nil
104	A licensee must not expand the generating works, distribution systems or transmission systems outside the licence area	S		No extensions or expansions occurred during the audit period	N/A	Nil
105	A licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards	S	2	Audit results of KPMG	5	Nil
106	A licensee must comply with any individual performance standards prescribed by the Authority	М	2	No Individual performance standards	N/A	Nil
107	A licensee must comply and require its auditor to comply with the Authority's standards audit guidelines dealing with performance audit	W	3	Audit Plans approved by the Authority	5	Nil
108	A licensee must comply, and must require the licensee's expert to comply, with the relevant aspects of the Authority's standard guidelines dealing with the asset management system	W	3	Statements of compliance in auditors report	5	Nil
109	A licensee must report to the Authority in the manner prescribed if a licensee is under external administration or there is a significant change in the circumstances upon which the licence was granted which may affect a licensee's ability to meet its obligations	W	3	reporting condition did not occur during the Audit Period	N/A	Nil
110	A licensee must provide the Authority in the manner prescribed any information the Authority requires in connection with its function under the Electricity Industry Act	W	5	Annual report Audit reports	5	Nil
111	A licensee must publish any information it is directed by the Authority to publish within the timeframe specified	W	5	Audit reports Annual reports Authority web site	N/A	Nil
112	Unless otherwise specified all notices must be in writing	W	5	N/A	N/A	Nil

300	A network operator must treat all Code			No Code participants were associates during					
	participants that are its associates on an	S	2						
	arms-length basis			the audit period	N/A		Nil		
301	A network operator must ensure that no Code participant that is its associate receives a benefit in respect of the Code unless the benefit is attributable to an arm's length application of the Code or is also made available to all other Code participants on the same terms and conditions	S	2	No Code participants were associates during the audit period	N/A		Nil		
302	A network operator must ensure that its meters meet the requirements specified in the applicable metrology procedure and also comply with any applicable specifications or guidelines (including any transitional arrangements) specified by the National Measurement Institute under the National Measurement Act.	М	2	Grandfathered condition	N/A		Nil		
303	An accumulation meter must at least								
	conform to the requirements specified in the applicable metrology procedure and display or permit access to a display of the accumulated electricity production or consumption at the meeting point in the manner prescribed.	W	3	All revenue meters confirmed to have a display of accumulated electricity consumption		5	Nil		
304	An Interval meter must at least have an interface to allow the interval energy data to be downloaded in the manner prescribed using an interface compatible with the requirements specified in the applicable metrology procedure	W	3	N/A - No interval meters installed	N/A		Nil		
305	If a metering installation is required to include a communication link, the link must (where necessary) include a modem and isolation device approved under the relevant telecommunication regulations to allow the interval energy data to be downloaded in the manner prescribed	W	3	N/A - No communications links required	N/A		Nil		
306	A network operator must ensure that there is a metering installation at every connection point on it's network which is not a Type 7 connection point. Unless it is a Type 7 metering installation, the metering installation must meet the functionality requirement prescribled	S	5	Schematic diagrams site inspections		5	Nil		
307	A network operator must, for each metering installation on its network, on and from the time of its connection to the network, provide, install operate and maintain the metering installation in the manner prescribled (unless otherwise agreed).	S	5	PPA's, Meter maintenance records		Meters removed and repaired 2 when registers noticed defective	All metering installations to be maintained and checked for calibration in accordance with PPA requirements	Brian Walter	30/06/2009

308	A network operator must ensure that except for a Type 7 metering							
	installation, the metering point for a							
	revenue metering installation is located	W	3					
1	as close as practicable to the connection point in accordance with good			Schematic diagrams				
	electricity industry practise			Site inspections	5		Nil	
309	A network operator may only impose a charge for providing, installing,							
	operating or maintaining a metering							
	installation in accordance with the	W	5	No Champon want immoned for this comics				
	applicable service level agreement between it and the user			No Charges were imposed for this service during the audit period	N/A		Nil	
310	If a network operator becomes aware							
	that a metering installation does not							
	comply with the code, the network operator must advise affected parties of	W	5	Billing records;				
	the non-compliance to be corrected as			Customer invoices;				
311	soon as practicable All devices that may be connected to a			meter repair records	5		Nil	
511	telecommunications network must be							
	compatible with the telecommunications network and	W	5					
	comply with all applicable State and			No metering devices detected connected to a				
212	Commonwealth enactments.			telecommunications network	N/A		Nil	
312	A network operator must, for each metering installation on its network,							
	ensure that the metering installation is							
	secured by means of devices or methods which, to the standard of good	W	5					
	electricity industry practise, hinder	vv	5			All metering equipment either		
	unauthorized access and enable					sealed or in secured location		
	unauthorized access to be detected			site inspections	5		Nil	
313	Each metering installation must meet at							
	least the requirements for that type of metering installation specified in Table	W	5					
	3 in Appendix 1 of the Code			Grandfathered condition	N/A		Nil	
314	For a metering installation used to							
	supply a customer with requirements							
	above 1000 volts that require a VT and whose annual consumption is below							
	750MWh, the metering installation	М	4					
1	must meet the relevant accuracy requirements of Type 3 metering							
1	installation for active energy only			N/A - all customers consume more than				
315	If compensation is carried out within			750MWhr pa	N/A		Nil	
515	the meter then the resultant metering							
	system error must be as close as practicable to zero	S	5					
1				Meter calibration records	5	i i	Nil	
316	A network operator must ensure that							
	any programmable settings within any of its metering installations, data							
	loggers or peripheral devices, that may							
	affect the resolution of displayed or stored data, meet the relevant	W	1					
	requirements specified in the applicable	٧V						
	specifications or guidelines specified by							
1	the National Measurement Institute under the National Measurement Act.							
1				Meter calibration records	5		Nil	

					1			
317	A network operator must ensure that a					All revenue meters permit the		
	metering installation on its network					-		
	permits collection of data within the					ready collection of accumulated		
	timeframes and to the level of					electricity consumption;		
	availability specified	W	1			Meters read as close as practicable		
						-		
						to0 8:00 on first Monday of the		
				Site inspections;		month;		
				meter readings	5	No interval readings required	Nil	
318	A network operator must make repairs							
510	to the metering installation in							
	accordance with the applicable service	М	5	Records of meter repairs;				
	level agreement if an outage or			•				
	malfunction occurs to a metering			billing records;				
	installation			meter reading records	5		Nil	
319	A Code participant who becomes aware							
	of an outage or mulfunction of a							
	metering installation must advise the	М	5					
	network operator as soon as practicable		C					
	network operator as soon as practicable			N/A - Not part of the SWIS	N/A		Nil	
320	A network operator must ensure that			,	.,			
520	each metering installation complies							
	with, at least, the prescribed design	м	F					
	~	М	5					
	requirements				_		Nil	
				PPA's	5		Nil	
321	A network operator must ensure that							
	instrument transformers in its metering							
	installations comply with the relevant							
	requirements of any applicable							
	specifications or guidelines (including							
	any transitional arrangements) specified	W	3					
	by the National Measurement Institute							
	under the National Measurement Act							
	and any requirements specified in the							
	applicable metrology procedure							
	applicable metrology procedure			As installed records of all matering installations	_		N1:1	
				As installed records of all metering installations	5		Nil	
322	A network must provide isolation							
	facilities to the standard of good							
	electricity industry practise to facilitate	S	4					
	testing and calibration of the metering					Meter test blocks installed at all		
	installation			Site visits	5	metering installations	Nil	
323	A network operator must maintain					-		
	drawings and supporting information to							
	the standard of good electricity industry							
	practise, detailing the metering	М	5					
	installation for maintenance and			Meter installation records			Nil	
22.1	auditing purposes				5			
324	A network operator must procure the							
	user or the user's customer to install (or							
	arrange for the installation of) a full							
	check metering installation or partial	W	5					
	check metering installation in							
	accordance with the prescribed					All check meters installed, read and		
	requirements.			Site inspections	4	maintained by Ord Hydro	Nil	
325	A partial check metering installation							
220	must be physically arranged in a				1			
0_0	must be physically arranged in a manner determined by the network	м	5					
	manner determined by the network	М	5					
		М	-	N/A - Not part of the SWIS	N/A		Nil	

A check metering installation for a metering point must not exceed twice the error level permitted under clause 3.9 for the revenue metering installation for the metering point, and must be connected in such a way that it measures the same load conditions as the revenue metering installation for the metering point and must be otherwise consistent with the prescribed requirements	W	5	Meter calibration records	5	Check meter errors consistent with revenue meters	Nil
If, under clause 3.14(2) of the Code, a metering installation uses metering class CT's and VT's that do not comply with the prescribed requirements, then the network operator must either (or both) install meters of higher class accuracy or apply accuracy calibration factors within the meter in order to achieve the overall accuracy requirements prescribed	W	5	N/A	N/A	All CT's and VT's comply with error requirements	Nil
A network operator must, if reasonably requested by a Code participant, provide enhanced technology features in a metering installation	w	5	Condition has not occurred during the audit			Nil
A network operator may only impose a charge for the provision of metering installations with enhanced technology features in accordance with the applicable service level agreement between it and the user	W	5	Condition has not occurred during the audit period - Nil to report	N/A		Nil
Meters containing an internal real time clock must maintain time accuracy as prescribed. Time drift must be measured over a period of 1 month	W	5	No revenue meters contain reat time clocks - Nil to report	N/A		Nil
If a metering installation includes measurement elements and an internal data logger at the same site, it must include facilities on site for storing the interval energy data for the periods prescribed	W	5	Condition has not occurred during the audit period - Nil to report	N/A		Nil
A network operator providing one or more metering installations with enhanced technology features must be licensed to use and access the metering software applicable to all devices being installed and be able to program the devices being installed and be able to program the devices and set parameters	W	5	Condition has not occurred during the audit period - Nil to report	N/A		Nil
Where signals are provided from the meter for the user or the user's customers use, a network operator must ensure that signals are isolated by relays or electronic buffers to prevent accidental or malicious damage to the meter	W	5	Condition has not occurred - Nil to report	N/A		Nil

			-					
	Where signals are provided from the meter for the user or the user's customer use, a network operator must provide the user or the user's customers with sufficient details of the signal specification to enable compliance with clause 3.23(c) of the Code.	W	5	Condition has not occurred - Nil to report	N/A	Nil		
	A network operator MAY publish a list of registered metering installation providers, including the prescribed details and at least annually update the list	W	3	N/A Not in the SWIS; Isolated network	N/A	Nil		
344	A network operator must establish, maintain and administer a metering database containing standing data and energy data for each metering point on its networl	W	3	N/A Not in the SWIS; Isolated network	N/A	Nil		
	A network operator must ensure that it's metering database and associated links, circuits, information storage and processing systems are secured by means of devices or methods which to the standard of good electricity industry practice, hinder unauthorized access and enable unauthorized access to be detected.	М		Revenue data base; Meter reading Data; IT policy	3	IT policy and practice developed to hinder and detect unauthorised access with in the next 6 months	Daniel Hayward	30/06/2009
	A network operator must prepare and if applicable must implement a disaster recovery plan to ensure that it is able within 2 business days after the day of disaster to rebuild the metering databases and provide energy data to Code participants.	W	3	Data backed up daily (min) from server	5	Nil		
348	The standing data for a metering point must comprise at least the items specified.	W	5	Grandfathered clause	N/A	Nil		
	A network operator and affected Code participants must liaise together to determine the most appropriate way to resolve a discrepancy between energy data held in a metering installation and data held in the metering database	М	5	Condition has not occurred during the audit period - Nil to report	N/A	Nil		
	A Code participant must not knowingly permit the registry to be materially inaccurate	М		Condition has not occurred during the audit period - Nil to report	N/A	Nil		
	If a network operator is notified of a change to or inaccuracy in an item of standing data by a Code participant which is the designated source for the item of standing data then the network operator must update the registry	W		N/A - No standing data - grandfathered condition	N/A	Nil		

101 The subcription of subcription Image: Subcription of Subcription Image: Subcription of Subcription 102 Maximum Subcription in Subcription N/A N/A N/A 103 A control of subcription of Subcription N/A N/A N/A 103 Maximum Subcription Maximum Subcription N/A N/A N/A 104 A control of subcription N/A N/A N/A N/A 105 A control of subcription Maximum Subcription N/A N/A N/A 105 A control of subcription Maximum Subcription N/A N/A N/A N/A 105 A control of subcription Maximum Subcription Maximum Subcription N/A N/A N/A N/A 105 A control of subcription of subcription Maximum Subcription N/A N/A N/A N/A N/A 105 A control of subcription of subcription Maximum Subcription of subcription subcription subcription N/A N/A N/A 105 A control of subcription of subcription subcription of subcription subcription subcription subcription subcription subcription subcription subcription of subcription subc										
Image: Binding statury of Constraint Statury of Constating Statury of Constraint Statury of Constraint Statur	353	If a network operator is notified of a								
Image: Standard		change to or inaccuracy in an item on								
Image: Schwinz the development of the set of t										
Image: Second										
Image: Second server of a data gives or methods are strained manual data are strained data are data are data are data are strained data are data are data are data are data are data are data are data are data are data are										
Image: International and international generations of the international generation of the international gener										
Image: Second reproduct number of second reproducts of the second reproduct reproducts reproducts reproducts reproduct reproducts reproducts reproduct reproducts reproduct reproducts reproduct reproducts reproduct reproducts reprod										
Image: Second			W	5						
Image: section of group controls to controls the control of group of the section of group controls the control of group control of group controls the control of group control of group controls the control of group controls the control of group control of group controls the control of group control of group controls the control of group controls the control of group control control of group controls the control of group control of group controls the control of group control of group controls the control of group control of group control control of group controls the control of group control control of										
Image: Second system should be compared with much should		undertake investigations to the standard								
Image: Second system should be compared with much should		of good electricity industry practise to								
It by equicidant dual base barges production and service of the an excising prior the dual barges of the antering prior the dual barges of the anteres of the antering prior the ante		determine whether the registry should								
New Work Number of the second point of the sec					N/A - No standing data - grandfathered					
354 A network generation was only tay with the method in the match and the provided sector of a network generation of the multicurs provided scale that we within the method users in the multicurs provided scale that we within the method in the method i						N1 / A		NI:1		
a window wind		-			condition	N/A		NII		
solution standards with the function and the function of the source o	354									
Interfaces prescription detecmination and plant in interfaces prescription of the measure prescription we scattering plant anothing data is also of the measure prescription and the scattering data based in the measure prescription and the blant in the measure prescription in the										
involution-loss in working function Image: Constraint of the source		updated standing data within the		_						
would addressue to realized to the specific anality fairs and address in the cancel with the second that energy in a databox in pro- taneous that energy in a databox in pro- meter that energy in a databox in pro- meter that energy in a back in the member that energy in the intervent member that energy in the intervent energy in the intervent that energy in the member that energy in the intervent energy in the intervent that energy in the member that energy in the intervent energy in the intervent that energy in the member that energy in the intervent that energy in the member that energy in the intervent that energy in the member that energy in the intervent that energy in the member that energy in the intervent that energy intervent energy energy in the intervent that energy intervent energy energy in the intervent that energy intervent energy energy in the intervent that in the member that energy in the intervent that in the energy in the intervent energy energy in the intervent the energy in the intervent energy in the intervent in the energy in the intervent energy in the intervent in the energy in the intervent in the energy in the intervent energy in the inte		timeframes prescribed where that user	М	5						
oplands standing dus during logistic Image: condition in the standing dus during logistic is provided to be provided to the standing during logistic is control with the standing during logistic is control with logistis with logistis with logistic is control with logistic is contre					N/A - No standing data - grandfathered					
366 A Lateral, operator multi-bas security W 3 3767 A Lateral, in the security of protected; family as which in its inserting family as each which is a matching mercender. The policy is a matching family as each which is a matching mercender which is a matching mercender which is a matching mercender which is a matching family as each which is a matching mercender which is matching mercender which is matching family as each which is a matching family and practice to be developed relating to the issuance and security of passworth issuance in training to the issuance and security of passworth issuance is a matching family and practice to be developed relating to the issuance and security of passworth issuance is a matching family as each which is a matching family as each which is a matching family and practice to be developed relating to the issuance and security of matching here which is a matching family as each which is a matching family and practice to be developed relating to the issuance and security of matching here which is a matching family asereand which is a matching family as each						NI / A		NII		
iseles and reflux is specific instantion in place had meeting instantion and data bed in a meeting instantion in the meeting instantion in themeeting instantion in the meeting instantion in the m	256					IN/A				
image: searce that easing value bid is in a metering database is secured from intering database is secured from	356									
a weeking installands is several graduate is several processed and or terrors access in the manumer prescribed, all fields that but is an intervent operation of the manumer prescribed, all fields is accurate that determines access in policy No Processing intervention of the manumer prescribed, all fields is accurate that determines access in policy No No Processing intervention of the manumer prescribed, all fields is accurate that determines accurate that dete										
 including database is secured from multifuence based of and electricity industry practice An evolve operator must ensure that electronic passwords and other electronic passwords or password issuance in the electronic passwords for each moticing point on tax two key of accessfulty prescubility rescubility due to in thereing dual base; mather equipasswords and other electronic passwords for each moticing point on tax two and moticing of a arxie the level of moticing point on tax two and to the mothe										
metrody dualses is secured from membrody lector removale services in the number prescribed, sefficient to the samulator of good entriving manary prestrie W 3 Revenue data base; Meter reading Data; T policy One presson office; S No remote access Nil Image: Source of		metering installation and data held in its					Computer is password protected:			
unationed of a cruce access in the name rescribed, artificiants in products; standard of good clockicity industry mextme Revenue data base; Meter reading bats; Topicy Office is secure; One person office; No evidence of security of ne secure in password and bat clocking secure in and evely issued to anabolized personal No So No Product in the mextme No Product in the secure in password and bat clocking security counts are core issued to anabolized personal No So No Product issue passwords or password issue passwords, with in the next 6 months No Daniel Hayward So/or passwords or passwords or password issue passwords or password issue passwords or password issue passwords, with in the next 6 months No Daniel Hayward So/or passwords, with in the next 6 months No 308 A network operator must cells next for prime anabolized person next in gatabase for each next periods and with the level of next set in periods and with the level next color password issue next set in periods and with the level next set in periods and with the level next set in periods and with the level next set in periods and set in periods and the level next set in periods and set in periods and the level next set in periods and set in periods and the level next set in periods and t			W	3						
the mance processed sufficient to the standard of code (britty industry matrix Perform data base; matrix Office is secure; S No remote access Nil Perform data base; Nil Perform data base; Perform data base; No evidence of security of passwords or password issuance passwords, or password, swith in the next 6 months Perform data base; Perform data base; Nil Perform data base; Perform data				5			-			
indiand of good decricitly ladiumy weighting service Meter reading Data; T policy One person office; No remote access Nil 387 A methody logendor must ensume that decretion is service of security of issued to authorized person and weighting to the lessuance and security of passwords or password service of security of issued to authorized person and weighting to the lessuance and security of passwords or passwords with in the next 6 months Daniel Hayward 30/06/20 358 A network operator must retatil oncrept lating to the lessuance and security of passwords or passwords or passwo					Revenue data base;		Office is secure;			
packie Intervence Nil Condition Solution Condition Solution Solution Nil Condition Solution Condition Solution										
357 A setwork operator nust easual that of other storing passwords or password is unaborized account of the storing passwords or password is sual to authorized personnel M 5 If policy If pol					-		-			
electronic passwords and other electronic passwords are scured from unauthorized access and are only issued to authorized access and are only issued to authorized personel M 5 M A network operator must retain energy data in its metring database for each netering point on its energy data in its metring bases or each metering point on its energy data in its metring bases or each netering bas bases or each netering ba					IT policy	5	No remote access	NI		
dectronic security outrol-are secured issued to authorized personnel M 5 dectronic security of passwords or password issuance authorized personnel IT policy and practice to be developed relating to the issuance and security of passwords or password issuance personnel IT policy and practice to be developed relating to the issuance and security of passwords, with in the next of months Daniel Hayward 30/06/20 358 An etwork operator must retain energy duting the periods and with he level of accessibility prescribed M 5 Metering data base; Billing records Records held for full period of the passwords, with in the next 6 months Daniel Hayward 30/06/20 359 A network operator must result resonable endewours to accommodate another codeparticipant's requirements to obtain a metring service and requirements in containt, a trequert endework to data personable reductive to a generation with the social another code participant's requirements is contained integring data base; Billing records N/A - Not part of the SWIS; Isolated network N/A N/A NII Image: Social code passwords Image:	357									
Image: Informediation and constrained personnel M 5 Image: Informediation for authorized personnel To policy To policy and practice to be developed relating to the issuance and security of password issuance To policy and practice to be developed relating to the issuance and security of passwords or password, with in the next 6 months Daniel Hayward 30/06/20 338 A network operator must retain energy and with he level of accessibility prescribed M 5 Metering data base; Records held for full period of the Billing records Records held for full period of the Billing records NII NI		electronic passwords and other								
Image:		electronic security controls are secured								
issued to authorized personnel M 5 An envolve operator must retain energy database for each in its metering database for each in the column data in its metering database for each in the exit database in each in its metering database for each in the exit database in each in its metering database for each in the exit database in the exit database i				-						
A network operator must retain energy dual in its metering dualables for each metering point on its network for a least the periods and with the level of accessibility prescribed A network operator must use all requirements in connections with the negotiation of a service level agreement and diligently process all requests for a service level agreement and negotiate its to the extent reasonable practicular is negotiation of a service level agreement and diligently process all requests for a service level agreement and negotiate its to the extent reasonable practicular is negotiation of a service level agreement is collected by a collection operator must to the extent reasonable precisible in a netroing equitables for a service level agreement is collected by a collection protection is not occurred during the audit proficile is collection and the profile proficile is collection and the profile profile proficile is collection and the profile profile is collection and the profile profile is collection and the profile profile is collection and the profile profile is collection and the profile profile is collection and the profile profile is collection and the profile is collection and the profile is collection and the profile profile is collection and the profile profile is collection and the profile profile is collection and collection and the pr			М	5			No ovidence of cocurity of	IT policy and practice to be developed		
Image: Note the problem is metring durbase for each metring durbase for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring point on its network for al lasse for each metring service and requirements in connection with the level of accessibility prescribed M S Metering data base; S Records held for full period of the lasse; NIII		issued to dutionized personier					-			
358 A network operator must retain energy data in its metering point on is network for a metering point on is network for a least the periods and with the level of accessibility prescribed M 5 359 A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements is connection with the negotiation of a service level agreement and negotiate is terms in good faith. A network operator must to acquire a metering service and additional and engiptient and negotiate is terms in good faith. A network operator must to acquire a metering service with the Code participant to caquire a metering service with the Code participant to caquire a metering service and is terms in good faith. A network operator must to acquire a metering service with the Code participant to caquire a metering service with the Code participant to caquire a metering service with the Code participant to caquire a metering service with the Code participant to caquire a metering service with the Code participant to caquire a metering service with the code participant to caquire a metering service with the Code participant to caquire a metering service with the Code participant to caquire a metering service with the Code participant to the struct respondibule of the subscience is a capacity of the subscience is the service with the Code participant to caquire a metering service with the Code participant to caquire a metering service with the Code participant to caquire a metering service with the Code participant to the setter transonable of the setter transonable							passwords or password issuance	relating to the issuance and security of		
358 A network operator must retain energy data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed M 5 359 A network operator must use all reasonable endeavours to accommodate another Code participant's requirements in connection with the negotiation of a service level agreement W 5 360 A network operator must testing agreement and negotiate its terms in good faith. A network operator must to keep the second accessibility precises all requires and and engotiate its terms in good faith. A network operator account and an entering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the code participant to cacquire a metering area and an engotiate its terms in good faith. A network operator must to be extent reasonably process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to be extent reasonably process all requests for a service bereform and thing of the service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the Code participant to cacquire a metering service with the code participant to cacquire a metering service with the code participant to cacquire a metering service with the code participant to cacquire a metering service with the c					IT policy	3	policy	passwords, with in the next 6 months	Daniel Hayward	30/06/2009
data in its metering dutabase for each metering point on its network for at least the periods and with the level of accessibility presenbed M 5 Metering data base; Billing records Records held for full period of the Nil Nil 359 A network operator must use all reasonable endeavours to accommodate anoter Code participant's requirements in commodate metering service and reguirements in connection with the negotiation of a service level agreement in good faith. A network operator must expeditiously and diligently processal requests for a secondarce with good electricity industry practice level agreement and negotiate to acquire a metering service level agreement and negotiate to acquire a metering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire a metering service level agreement and negotiate to acquire a metering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service level agreement and negotiate to acquire an emetering service which	358	A nativork operator must rate in anargy							· · · · ·	
Image: metering point on its network for at least the periods and with the level of accessibility prescribed M 5.5 Metering data base; Billing records Records held for full period of the S audit Nil 339 A network operator must use all reasonable endeavours to accommodate another Code participant's requirements in connection with the negotiation of a service level agreement and negotiate is terms in good faith. A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate is terms in good faith. A network operator must expeditiously medicine expeditiously practice level agreement and negotiate is terms in good faith. A network operator must expeditiously practice level agreement and negotiate is terms in good faith. A network operator must expeditiously medicine period calls and the code participant is correcting with good electricity industry practise, permit a Code participant is correcting with dustry practise, permit a Code participant is period. W 5.5 N/A - Not part of the SWIS; Isolated directory the audit period of the SWIS; Isolated network N/A		A network operator must retain energy								
least the periods and with the level of accessibility prescribed M 5 Metering data base; Billing records Records held for full period of the sudit Nil 359 A network operator must use all reasonable endeavours to accommodate an metering service and requirements in connection with the negotiation of a service level agreement and negotiate its terms in good faith. A network operator must expeditiously practicable in accordance with good electricity industry practise, permit a coordance with good electricity industry practise, permit a coordance with good electricity industry practise, permit a metering service with the Code participant to coquire. S N/A - Not part of the SWIS; Isolated network N/A N/A <td></td>										
Last me protocising Least me protocising Metering data base; Billing records Metering data base; Billing records Records held for full period of the south Nil 359 A network operator must use all reasonable endeavours to accommodate another Code participant's requirements in connection with the negotiation of a service level agreement and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must use expeditionally and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must use expeditionally and comparison to exquire a metering service which the Code participant to exquire a metering service which the Code participant to acquire to the tervice tervice to the tervic		data in its metering database for each								
Image: constraint of the section of the sectin of the section of the section of		data in its metering database for each metering point on its network for at	М	5						
359 A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement W 5 360 A network operator must expeditiously and difgently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant to acquire. N Nil		data in its metering database for each metering point on its network for at least the periods and with the level of	М	5						
reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service level agreement W 55 N/A - Not part of the SWIS; Isolatedd network N/A N/A N/A N/A N/A 360 A network operator must expeditiously and diligendy process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good service which the Code participant W 55 F		data in its metering database for each metering point on its network for at least the periods and with the level of	М	5	-					
reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service level agreement W 55 N/A - Not part of the SWIS; Isolatedd network N/A N/A N/A N/A N/A N/A 360 A network operator must expeditiously and diligendly process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good service which the Code participant W 55 S An elvery operator must on the extent reasonably practicable in accordance with good service which the Code participant to acquire a metering service which the Code participant S S F Condition has not occurred during the audit period: F <td></td> <td>data in its metering database for each metering point on its network for at least the periods and with the level of</td> <td>М</td> <td>5</td> <td>-</td> <td>5</td> <td>•</td> <td>Nil</td> <td></td> <td></td>		data in its metering database for each metering point on its network for at least the periods and with the level of	М	5	-	5	•	Nil		
another Code participant's requirements to obtain a metering service and requirements in connection with the regotiation of a service level agreement W 5 N/A - Not part of the SWIS; Isolatedd network N/A N/A N/A N/A N/A 360 A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant to acquire a metering Condition has not occurred during the audit period: Service Which the Code participant to acquire a metering Service Which Acquire acquire acquire acquire acquire acquire acquire acquire		data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed	М	5	-	5	•	Nil		
to obtain a metering service and requirements in connection with the negotiation of a service level agreement W 5 N/A - Not part of the SWIS; Isolatedd network N/A 360 A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire. W 5 F Condition has not occurred during the audit period: F </td <td></td> <td>data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all</td> <td>М</td> <td>5</td> <td>-</td> <td>5</td> <td>•</td> <td>Nil</td> <td></td> <td></td>		data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all	М	5	-	5	•	Nil		
requirements in connection with the negotiation of a service level agreement Image: N/A - Not part of the SWIS; Isolated network N/A 360 A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant to acquire a metering service wh		data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate	М	5	-	5	•	Nil		
negotiation of a service level agreement Image: N/A - Not part of the SWIS; Isolated network N/A N/A Nil 360 A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant wishes to caquire. W 5 For the contract of the sum of the code participant wishes to caquire. Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period: Image: Condition has not occur		data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements			-	5	•	Nil		
Instruction Isolated network N/A Nil Image: Constraint of the sector of the sec		data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and			-	5	•	Nil		
360 A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good W 5 Code participant to acquire a metering service which the Code participant wishes to acquire. Condition has not occurred during the audit period: Image: Condition has not occurred during the audit period:		data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the			Billing records	5	•	Nil		
and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good W 50 electricity industry practise, permit a Code participant to acquire a metering service which the Code participant o acquire. Condition has not occurred during the audit period:		data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the			Billing records N/A - Not part of the SWIS;		audit			
service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good W 5 electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire. Condition has not occurred during the audit period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement			Billing records N/A - Not part of the SWIS;		audit			
service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good W 5 electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire. Condition has not occurred during the audit period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement A network operator must expeditiously			Billing records N/A - Not part of the SWIS;		audit			
its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire.	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement A network operator must expeditiously			Billing records N/A - Not part of the SWIS;		audit			
operator must to the extent reasonably practicable in accordance with goodW5electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire.Condition has not occurred during the audit period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement A network operator must expeditiously and diligently process all requests for a			Billing records N/A - Not part of the SWIS;		audit			
practicable in accordance with good W 5 electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire. Condition has not occurred during the audit period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate			Billing records N/A - Not part of the SWIS;		audit			
electricity industry practise, permit a Code participant to acquire a metering service which the Code participant wishes to acquire. Condition has not occurred during the audit period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribedA network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreementA network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network			Billing records N/A - Not part of the SWIS;		audit			
Code participant to acquire a metering service which the Code participant wishes to acquire. Condition has not occurred during the audit period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribedA network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreementA network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably	w	5	Billing records N/A - Not part of the SWIS;		audit			
service which the Code participant period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribedA network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreementA network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good	w	5	Billing records N/A - Not part of the SWIS;		audit			
wishes to acquire. period:	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribedA network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreementA network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a	w	5	Billing records N/A - Not part of the SWIS;		audit			
wisnes to acquire.	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering	w	5	Billing records N/A - Not part of the SWIS; Isolatedd network	N/A	audit			
INOT A COVERED NETWORK IN/A INI	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant	w	5	Billing records N/A - Not part of the SWIS; Isolatedd network Condition has not occurred during the audit	N/A	audit			
	359	data in its metering database for each metering point on its network for at least the periods and with the level of accessibility prescribed A network operator must use all reasonable endeavours to accommodate another Code participant's requirements to obtain a metering service and requirements in connection with the negotiation of a service level agreement A network operator must expeditiously and diligently process all requests for a service level agreement and negotiate its terms in good faith. A network operator must to the extent reasonably practicable in accordance with good electricity industry practise, permit a Code participant to acquire a metering service which the Code participant	w	5	Billing records N/A - Not part of the SWIS; Isolatedd network Condition has not occurred during the audit period:	N/A	audit	Nil		

361	A network operator must, for each metering point on its network, obtain energy data from the metering installation and transfer the energy data into its metering database within the timeframes prescribed	М		Meter readings Billing records	5	All revenue meters permit the ready collection of accumulated electricity consumption; Meters read as close as practicable to0 8:00 on first Monday of the month; No interval readings required	Nil
362	A network operator must for each accumulation meter on its network use reasonable endeavours to undertake a meter reading that provides an actual value at least once in any month	М		Meter readings Billing records	5	All revenue meters permit the ready collection of accumulated electricity consumption; Meters read as close as practicable to0 8:00 on first Monday of the	Nil
368	A network operator must provide a user with whatever information the network operator has that is necessary to enable the user to comply with its obligations under the Code of Conduct within the time necessary for the user to comply with the obligations	W		Condition/request has not occurred during the audit period - Nil to report	N/A		Nil
369	A network operator must provide standing data, provided to or obtained by it under this Code, to users where required to do so under any enactment	W	5	Condition/request has not occurred during the audit period - Nil to report	N/A		Nil
383	A network operator must give notice to a user or (if there is a different current user) the current user, acknowledging receipt of any customer, site or address attributes from the user within the timeframes prescribed	W		Condition/request has not occurred during the audit period - Nil to report	N/A		Nil
385	A network operator must, within 6 months from the date this code applies to the network operator, develop in accordance with the communication rules, an energy data verification request form	W	3	N/A Not in the SWIS; Isolated network	N/A		Nil
386	An Energy Data Verification Request Form must require a Code participant to provide the information prescribed	W	3	N/A Not in the SWIS; Isolated network	N/A		Nil
387	If a code participant requests verification of energy data, a network operator must, in accordance with the metrology procedure, use reasonable endeavours to verify energy data and inform the requesting Code participant of the results of the verification and provide the verified energy data with in the time frames prescribed.	W		Condition/request has not occurred during the audit period - Nil to report	N/A		Nil
388	A network operator must comply with any reasonable request by a Code participant to undertake either a test or an audit of the accuracy of the metering installation or the energy or standing data of the metering installation	W		Condition/request has not occurred during the audit period - Nil to report	N/A		Nil

100 Account of the Sing Account of the Account of	-									1
Image: Standard In grant And Standard Stand	389									
Image: Provide set of spectra in the set of spect										
Image: International Control of			W	3				All metering installations to be		
1017 A view Agence may also support 1018 A view Agence may also support 1019 A view Agence may also support 1010 A view Agence may also support 1011 Mark Agence may also support 1012 Arrow State action for algo and support 1013 Arrow State action for algo and support 1014 Mark Agence may also support 1015 Arrow State action for algo and support 1016 Mark Agence may also		level agreement						maintained and checked for calibration		
1017 A view Agence may also support 1018 A view Agence may also support 1019 A view Agence may also support 1010 A view Agence may also support 1011 Mark Agence may also support 1012 Arrow State action for algo and support 1013 Arrow State action for algo and support 1014 Mark Agence may also support 1015 Arrow State action for algo and support 1016 Mark Agence may also					Metrology procedures defined in PPA's	2		in accordance with PPA requirements	Brian Walter	30/06/2009
a huge for the testing of the setting returning scent and up, of the setting sc	392	A network operator may only impose a								
1 Image: Installation, we used growth of the installation is a working we to share a set of the working of the standard were installation in a working we to share a set of the working of the standard were installation in a working were insthe working were installating were installation in a wor										
Image: Instruction of the in										
2000 constructions on the reprise of the construction of the output sector base of the construction of the output second base of the construction of the output		from the meters associated with the								
Image: Note accreased work reveal with the case Image: Condition/request has not occurred during the audit period - Nit to report N/A Nit 300 May writes structure and programment in memory in manifer during the audit period - Nit to report N/A Nit Nit Nit 301 May writes structure and ming during mediations containing during mediation containing during mediation during mediation during mediation during mediation during mediations containing during mediations containing during mediation during mediation during mediation during mediation during mediation during mediation during mediations containing during mediation durin			W	3						
Image: Constraint is sorted and the sorted is sorted is sorted is sorted and the sorted is sorted										
979 Apy mutatic records look lapsaceutian mediations of the lessing of the lessin		level agreement between it and the user			· · ·					
Import of the strained undering issualitions or the active automation or the active subtracting insultations or the active subtracting insultations or the subtracting insultations of the subtracting insultation of core and unat subtraction					the audit period - Nil to report	N/A		Nil		
installation of a main grad distance of a main from the rescription of productions mutual is blue by provide that is considered in the meeting from the rescription of the sound is non-straight for the meeting from the rescription of the sound is non-straight for the meeting in sound and the rescription of the sound is non-straight for the meeting in sound and the rescription of the sound is non-straight for the meeting in sound and the rescription of the sound is non-straight for the sound is nown is non-strai	393	Any written service level agreement in								
Internation from the nucles associated with the meding insolution must abble a provision trace of the sector and intervents a memorphane with the Cabe white memorphane with the Cabe memory formation the abble details of the answer synatic fibros of an approximation to a synatic fibros of an approximation and the synatic fibros of approximation ane										
Image: Second										
include a provision that no charge is to be imposed if the stor and a reveals a reme compliance with the charge is the inclusion in the methy include a stor store in the remember is the store and the filth methy include is the store and include a store in the store and remember is store and include its the methy include is a store and the filth methy include is a store and in a store and store that a store and must store and store that a store and in a store and store that a store and in a store and store that a store and in a store and store and the store and in a store and store that a store and in a store and store and the store and the store intermediation in a store and store and the store intermediation in a store and the store and in a store and store and the store and in a store and store and the store and in a store and store and the store and the store intermediation in a store and the store and the store intermediation in a store and the store and the store intermediation in a store and the store intermediation in a store and the store intermediation in a store intermediation in a store and the store intermediation in a store in a store intermediation in a store intermediation in a store intermediation in a store in a store intermediation in a store in a store and the										
be imposed if the isst or and reveals networks operator in the events in correct in the audit period - Nil to report N/A Nil 394 A convext operator in the events operator is after or environ the audit period - Nil to report N/A Nil 394 A convext operator is more environ the audit period - Nil to report N/A Nil 395 The original strengt operator is not be environ the audit period - Nil to report N/A Nil 395 The original strengt operator is not be environ the audit period - Nil to report N/A Nil 396 The original strengt operator is not be environ the audit period - Nil to report A Nil 397 The original strengt operator is not be environ the audit period - Nil to report s; customer invoices; meter repair records 5 Nil 398 The original strengt operator is not be environ the audit period - Nil to report s; customer invoices; meter repair records 5 Nil 398 The original strengt operator is not be environ the audit period - Nil to report s; customer invoices; meter repair records 5 Nil 398 The original strengt operator is convected audition in accordance with the environ the audition in accordance with the environ data preveation more than a differences in metricing audition in accordance with the customer invoices; meter repair records 5 Nil <t< td=""><td></td><td></td><td>W</td><td>5</td><td></td><td></td><td></td><td></td><td></td><td></td></t<>			W	5						
and compliance with dis Code with mergy data removes in the audit period - Nil to report N/A Nil Nil Nil 394 A reveak optratar mass davise the afficial purcises soon as practicible of models in the audit period - Nil to report N/A Nil Nil Nil 395 A reveak optratar mass davise the afficial purcises soon as practicible of models in the audit period - Nil to report N/A Nil Nil Nil Nil 396 A reveak optratar mass davise the advise the afficial purcises mode as practicible of models in accordance with the Code with models in accordance with the Code with models in accordance with the Code purcise in models in accordance with the Code applying as a minimum the practice in models in a minimum the practice in models in a minimum the practice in the code show and the model of the code applying as a minimum the practice in the code and the code in the code operator mass with the code operator models in the code and the code in the code operator mass with the code operator mass multile in accordance with the code applying as a minimum the practice in the code and the code operator mass with the intervent operator mass are cleak meter mass multile in accordance with the code applying as a minimum the practice in the code and mass there empair records S Nill 399 A reveak operator mass are cleak meter mass multile in accordance with the code operator mass are cleak meter maserice in two operator mass are cleak meter m										
weaks in merry due may in the model Condition/equest has not occurred during in the audit period - Nit to report NA Nit 394 A research operator must able the audit period - Nit to report N/A Nit Image: Second and the audit period - Nit to report N/A 394 A research operator must able the audit period - Nit to report N/A Nit Image: Second and the audit period - Nit to report N/A 395 A research operator must able the audit period - Nit to report W 5 Billing records; customer invoices; meter repair records 4 Nit Image: Second and the audit period - Nit to report N/A 395 The original some arm consection data must be the audit period - Nit to report invoices; meter repair records 4 Nit Image: Second and the audit period - Nit to report N/A 396 The original some arm consection data must be table and must be table and must be table and possible and and table and possible and and must be ta										
active dependent is favour. (Me) (Me) (Ma) (Ma) (Ma) (Ma) (Ma) 364 Accord opendent multion base the affected parties as onto a practicable of the contrain. The possible duration of the contrain. The contrain the contrain. The contrain the contrain. The possible duration of the contrain. The contrain the contrain. The contrain the contrain. The contrain the contrain. The contrain the contraint. The contraint of the contraint. The contraint the contraint contraint. The contraint contraint contraint. The contraint contraint contraint. The contraint contraint contraint. The contraint contraint contraint contraint. The contraint contraint contraint contraint. The contraint contraint contraint contraint contraint contraint contraint. The contraint contraint contraint contra					Condition/request has not occurred during					
394 A network operator must advise the office of particulation of a productible of cross deviced under a set or earlied. The possible duration of errors and must restore the accuracy of the metering installation is accordance with the applicable service level agreement is an ender rapair records; Customer involces; meter rapair records 4 Nil 295 The original stored error correction dua is a meter rapair records; Customer involces; meter repair records; Customer involces; meter rapair records; Customer involces; meter repair records; Substitute value with the customer and proportion in the presented from the ducts to a loss M 5 Billing records; Customer involces; meter repair records 5 Nil 397 The network operator must prepare value is another in excession with the received of diffecences in anothering interval on with the interval is devide m					· · ·	N/A		Nil		
affected partice a soon as practicable of meter betweed that are sort assubility. The possible duration of errors and networks deveload agreement in a coordinate of the meter repair records; and coordinate of errors and in a most must abe alacted except of meter repair records; and a meter must abe alacted except of meter repair records; and errors and a calibration of metering installation in a coordinate with this coordinate with this coordinate with the second applying as a minimum the prescribed rules and procedures with this coordinate of metering installation of metering installation proceibed rules and procedures with this code of metering installation encry duta in inscrondance with this code of metering installation installation accordance with this code of meter repair records; code of the code of metering installation installation accordance with installation installation accordance with metering installation installation accordance withis the tenel installation accordance with metering in	394	-				1 1/7 1				
errors descreted under ates or aufuit, meter regair records v 5 Billing records; Customer involces; meter regair records 4 Nil 1955 In continue stored encert during accuracy tables and include accept during accuracy tables and calculate encerty during accuracy tables and records installation w 33 Billing records; Customer involces; meter regair records 5 Nil 396 A network operator most validate encry during accuracy tables and collected encry during accuracy tables and publics and involved applying as a minimum the prescribed rules and procedures that encry during accuracy tables encry during tables tables encry during	574									
Image resume the accuracy of the applicable service level agreement involutions in accordance with the applicable service level agreement involutions in meter repair records 4 NII Image resume the accuracy of the applicable service level agreement involutions in meter resume the altered scept during accuracy testing and calibration W 3 Billing records; Customer involces; meter repair records 1 NII Image: NII Imag										
import restore the average of the agging rescords; customer invoices; meter repair records 4 Nill 395 The original stored error correction dual intercing installation W 3 Billing records; customer invoices; meter repair records A Nill Nill 396 A network operator must validate enced sceept during accuracy dust in concentance with this code appropriate an interm in the heread sceept during accuracy dust in concentance with this code appropriate and under this Code approprise and under this Code approprise and unde		The possible duration of errors and	***	5						
metering installation in accordance with the applicable service level agreement in a meter must not balared except dring accuracy testing and calibration or metering installation W 33 Billing records; Customer invoices; meter repair records A Nil Nil Nil 3905 The original sored error correction date in a meter must not balared except of metering installation W 33 Billing records; Customer invoices; meter repair records S Nil Nil Nil 3906 A network operator must validate meter repair necords; Customer invoices; meter repair records S Nil Nil Nil 3906 A network operator must validate meter ing data naccordinate with fits Code applying as a minimum the prescribed meter and procedures and must where necessary, substitue and estimate energy data an concluster meter repair records S Nil Nil Nil 3907 The network operator must see check metering data naccordinate and procedures and procedures M 5 Billing records; Customer invoices; meter repair records S Nil Nil Nil 3907 The network operator must see check metering data naccordinate deck energy data random occurres; meter repair records; Customer invoices; meter repair records S Nil Nil Nil 398 A network operator must secheck methoring data keepts at hore wantable			vv	5	Billing records:					
Image: application service are equipations of the original socied error correction data in a meter must to be altered except during accuracy using and calibration of meter repair records; Image: application of the altered except during accuracy using and calibration of meter repair records; Image: application of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during accuracy using and calibration of the altered except during during the presented rales and procedures and must use check metering data talker of applicing as an infimum the presented rales and provided that the check metering data talker of application are appropriately and tradition accuracy and the appropriate during during during accuracy and the altered except during					-					
395 The original stored error correction dual in an enter must to be altered except the altered except during accuracy testing and calibration of metering installation W 3 Billing records; Customer invoices; meter repair records 5 Nil 396 A network operator must validate energy dua in accordance with this Code applying as a minimum the preseribed rules and procedures and must where necessity, subtiture and estimate energy dua under this Code applying as a minimum the preseribed rules and procedures and must energy dua under this Code applying as a minimum the preseribed rules and procedures and entering dua were available to validate energy dua under this Code applying as a minimum the preseribed rules and procedures and must energy dua under this Code applying as an iminimum the preseribed rules and procedures and must energy dua under this Code applying as an iminimum the preseribed rules and procedures and must energy dua under this Code applying as an iminimum the preseribed meter repair records M S Billing records; Customer invoices; Customer invoices; Customer invoices; Customer invoices; Customer invoices; meter repair records Nil 397 The network operator must we check metering dua were analybe to validate energy dua provided that the check metering dua were analybe to validate energy dua inguite the repair metering dua were analybe to validate energy dua under this prevented metering dua were analybe to validate energy dua under the repair records M S Billing records; Customer invoices; meter repair records Nil 398 A network operator must prevented metering installation exercinthere the repair records S		the applicable service level agreement						Nil		
in a meter must not be altered except of metering installation W 3 Billing records; Customer invoices; Custo	205	The original stored error correction data				4				
atridity accuracy testing and calibration of metering installation W 3 Customer invoices; meter repair records S Nil 396 A network operator must validue energy data norice scalar dual meth Code applying as a minimum the prescribed rules and procedures and must where necessary, substitute and estimate energy data norice to code and printic Code applying as a minimum the prescribed rules and procedures and must where necessary, substitute and estimate energy data norice to code and printic Code applying as a minimum the prescribed rules and procedures W 3 Billing records; Customer invoices; meter repair records S Nil 397 The network operator must use check metering data where available to validate energy data provided that the check metering data been appropriately installation accuracy M 5 Billing records; Customer invoices; meter repair records S Nil 398 A network operator must greepare usbatitue values using the prescribed method if a check meter is not available method i	393				Billing records:					
Image: constraint of a decimal stallationImage: constraint stallation <td></td> <td>-</td> <td>W</td> <td>3</td> <td>-</td> <td></td> <td></td> <td></td> <td></td> <td></td>		-	W	3	-					
396 A network operator must validate energy data in accordance with this Code applying as a minimum the prescribed rules and procedures and must where necessary, substitute and estimate energy data under this Code applying as a minimum the prescribed neles and procedures W 3 Billing records; Customer invoices; meter repair records Nil 397 The network operator must use check metering data were available to validate energy data routing data were available to validate metering data metering installation accuracy M 5 Billing records; Customer invoices; meter repair records Nil 398 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data routing the is not available or energy data routing the time required M 4 398 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data routing the time required M 4 399 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data routing the corectific metering installation within the time required M 4						-		Nil		
energy data in accordance with this Code applying as a minimum the prescribed rules and procedures and must where necessary, substitue and estimate energy data under this Code applying as a minimum the prescribed rules and proceduresW3Billing records; Customer invoices; meter repair recordsNil397The network operator must use check energy data were available to validate energy data provided that the check metering data use the ket meter is no standable enargy opiniately adjusted for differences in metering installation accuracySNilNil398A network operator must prepare substitue values using the prescribed metering data lands the time into that detects a lossM4SSilling records; Customer invoices; meter repair recordsNil398A network operator must prepare rustalation within the time requiredM4SSilling records; Customer invoices; meter repair recordsNil399A network operator that detects a lossM4SSilling records; Customer invoices, meter repair recordsNil	306									
Code applying as a minimum the prescribed rules and procedures and estimate energy data under this Code applying as a minimum the prescribed rules and proceduresW3Billing records; Customer invoices; meter repair recordsNil397The network operator must use check metering data hab been appropriately adjusted for differences in metering installation accuracy meter repair recordsSNil398A network operator must prepare substitute values using the prescribed metering data canot be recovered from the metering installation within the ime requiredM4Billing records; Customer invoices; meter repair recordsSNil399A network operator that detects a lossM4Billing records; Customer invoices, meter repair recordsSNil	570									
prescribed rules and procedures and must where necessary, substitute and estimate energy data under this Code applying as a minimum the prescribed rules and proceduresW3Billing records; Customer invoices; meter repair recordsNil397The network operator must use check metering data were available to validate energy data provided that the check metering data been approvintely adjusted for differences in metering installation accuracyM5Billing records; Customer invoices; meter repair recordsM398A network operator must prepare substitute values using the prescribed or energy data cannot be recovered from the metering installation within the ime requiredM4399A network operator that detects a lossImage: Customer invoices, Customer invoices, Customer invoices, Customer invoices, Customer invoices, Customer invoices,Nil399A network operator that detects a lossImage: Customer invoices, Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices, Customer invoices,399A network operator that detects a lossImage: Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices,399A network operator that detects a lossImage: Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices,Image: Customer invoices, Customer invoices,										
must where necessary, substitute and estimate energy data under this Code applying as an proceduresW3Billing records; Customer invoices; meter repair recordsNil397The network operator must use check metering data were available to validate energy data provided that the check metering data had been appropriately adjusted for differences in meteringM5Billing records; Customer invoices; meter repair recordsNil398A network operator must use using the prescribed metering installation within the time requiredM4Billing records; Customer invoices; meter repair recordsNil399A network operator that detects a lossImage: Second Seco										
Installation accuracyCustomer invoices; meter repair recordsNil397The network operator mususe check metering data were available to validate energy data provided that the check metering data habe na propriately adjusted for differences in metering installation accuracyM5Billing records; Customer invoices; meter repair recordsNil398A network operator must use use the energy data cannot be recovered from the metering installation within the time requiredM4Billing records; Customer invoices; meter repair recordsNil399A network operator that detects a lossImage: Customer invoices, customer invoices			W	3						
Index and proceduresmeter repair records5Nil397The network operator must use check metering data were available to validate energy data provided that the check metering data had been appropriately adjusted for differences in metering installation accuracy5Billing records; Customer invoices; meter repair records5Nil398A network operator must prepare substitute values using the prescribed metering installation within the timeM4Billing records; Customer invoices.5Nil399A network operator that detects a loss </td <td></td> <td></td> <td></td> <td></td> <td>-</td> <td></td> <td></td> <td></td> <td></td> <td></td>					-					
397The network operator must use check metering data were available to validate energy data provided that the check metering data had been appropriately adjusted for differences in metering installation accuracyM5Billing records; Customer invoices; meter repair recordsNil398A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time requiredM4Billing records; Customer invoices, customer invoices, customer invoices, customer invoices,Nil399A network operator that detects a lossImage: Customer invoices, Customer invoices, Customer invoices,5Nil										
metering data were available to validate energy data provided that the check metering data had been appropriately adjusted for differences in metering installation accuracyM5Billing records; Customer invoices; meter repair recordsM5Billing records; Customer invoices; meter repair recordsMMSBilling records; Customer invoices; meter repair recordsMMSBilling records; Customer invoices; meter repair recordsMMSBilling records; Customer invoices; meter repair recordsMMMSBilling records; Customer invoices; meter repair recordsMMM <td></td> <td>_</td> <td></td> <td></td> <td>meter repair records</td> <td>5</td> <td></td> <td>Nil</td> <td></td> <td></td>		_			meter repair records	5		Nil		
energy data provided that the check metering data had been appropriately adjusted for differences in metering installation accuracy M 5 Billing records; Customer invoices; meter repair records 5 Nil 398 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required M 4 F Billing records; Customer invoices. F Nil F	397									
metering data had been appropriately adjusted for differences in metering installation accuracy M 0.3 Customer invoices; meter repair records 5 Nil 398 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required M 4 Billing records; Customer invoices. 5 Nil 399 A network operator that detects a loss V V Participantic 5 Nil										
adjusted for differences in metering installation accuracy adjusted for differences in metering installation accuracy meter repair records 5 Nil 398 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required M 4 Billing records; Customer invoices. 5 Nil February Fe			М	5	-					
installation accuracy Image: meter repair records S Nil 398 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required M 4 Billing records; Customer invoices. 5 Nil F					Customer invoices;					
398 A network operator must prepare substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time required M 4 Billing records; Customer invoices. 5 Nil		installation accuracy			meter repair records	5		Nil		
substitute values using the prescribed method if a check meter is not available or energy data cannot be recovered from the metering installation within the time requiredM4Antipic prescribed prescribed Billing records; Customer invoices.FFF <th< td=""><td>398</td><td>A network operator must prepare</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>	398	A network operator must prepare								
or energy data cannot be recovered from the metering installation within the ime required M 4 Billing records; Billing records; <td></td> <td>substitute values using the prescribed</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		substitute values using the prescribed								
bit chergy data calino be recovered nom the metering installation within the time required Billing records; Customer invoices. billing records; billing records; 399 A network operator that detects a loss S S Nil			м	А						
requiredCustomer invoices.5Nil399A network operator that detects a loss </td <td></td> <td></td> <td>111</td> <td>4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>			111	4						
399 A network operator that detects a loss Control contro control control control control control control control c					-					
		-			Customer invoices.	5	5 	Nil		
of energy data or incorrect energy data	399									
from a metering installation must notify										
each affected Code participant of the loss or error within 24 hours afterW5			W	5						
					Dilling records					
Dining records,		deletion			-					
Customer invoices. 5 Nil	1				Customer invoices.	5		Nil		

			1		1	1	T	1	
	Substitution or estimation of energy data is to be required when energy data is missing, unavailable or corrupted including the circumstances described	М	5	Billing records; Customer invoices.	5		Nil		
401	A network operator must review all validation failures before undertaking any substitution	W	3	Billing records; Customer invoices.	5		Nil		
	A network operator that determines that there is no possibility of determining an actual value for a metering point must designate an estimate or substituted value for the metering point to be a deemed actual value for the metering point.	W	5	Condition/request has not occurred during the audit period - Nil to report	N/A		Nil		
	A network operator that has designated a deemed actual value for a metering point must repair or replace the meter or one or more of components of metering equipment (as appropriate) at the metering point.	W	5	Billing records; Customer invoices; meter repair records	5		Nil		
	A network operator that uses an actual value (first value) for energy data for a metering point and a better quality actual or deemed actual value is available (second value) must replace the first value with the second value if doing so would be consistent with good electricity industry practise	W	3	Meter readings Billing records; Meter readings; Records of meter repairs.	5		Nil		
	A network operator that uses a deemed actual value (first value) for energy data for a metering point and a better quality actual or deemed actual value is available (second value) must replace them with the second value if doing so would be consistent with good electricity industry practise	W	3	Condition/request has not occurred during the audit period - Nil to report	N/A		Nil		
	A network operator that uses an estimated or substituted value (first value) for energy data for a metering point, and a better quality actual, deemed, estimate or substituted value is available (second value), must replace the first value with the second value if doing so would be consistent with good electricity industry practise or the user and its customer jointly request it to do so.	W	3	Condition/request has not occurred during	N/A		Nil		
	A network operator (acting in accordance with good electricity industry practise) must consider any reasonable request from a Code participant for an estimated or substituted value to be replaced	W	3	Condition/request has not occurred during	N/A		Nil		

408	A network operator must ensure the accuracy of estimated energy data in accordance with the methods in its metrology procedure and ensure that any transformation or processing of data preserves its accuracy in accordance with the metrology procedure	W		Condition/request has not occurred during the audit period - Nil to report	N/A	Nil	
	A network operator must, in relation to its network, comply with the agreements, rules, procedures, criteria and processes prescribed.	W		PPA's; Audit reports	5	Nil	
	A network operator must amend any document in accordance with the Authority's final findings	W		Condition/request has not occurred during the audit period - Nil to report	N/A	Nil	
	Code participants must use reasonable endeavours to ensure that they can send and receive a notice by post, facsimile and electronic communication and must notify the network operator of a telephone number for a voice communication in connection with the Code	W		N/A Not in the SWIS; Isolated network	N/A	Nil	
	A network operator must notify each Code participant of its initial contact details and of any change to its contact details at least 3 business days before the change takes effect	М	5	PPA's	5	Nil	
424	Representatives of disputing parties must meet within 5 business days after a notice given by a disputing party to the other disputing parties and attempt to resolve the dispute under or in connection with the Electricity Industry Metering Code by negotiations in good faith	S	5	Condition/request has not occurred during the audit period - Nil to report	N/A	Nil	
	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith	S		Condition/request has not occurred during the audit period - Nil to report	N/A	Nil	
426	If a dispute is not resolved within 10 business days after the dispute is referred to representative negotiations, the disputing parties must refer the dispute to a senior management officer of each disputing party who must meet and attempt to resolve the dispute by negotiations in good faith	S		Condition/request has not occurred during the audit period - Nil to report	N/A	Nil	
427	If the dispute is resolved by representative negotiations senior management negotiations or CEO negotiations, the disputing parties must prepare a written and signed record of the resolution and adhere to the resolution	S		Condition/request has not occurred during the audit period - Nil to report	N/A	Nil	

428	The disputing parties must at all times conduct themselves in a manner which is directed towards achieving the objective of dispute resolution with as little formality and technicality and with as much expedition as the requirements of Part 8 of the Code and a proper hearing and determination of the dispute, permit	S	4	Condition/request has not occurred during the audit period - Nil to report	N/A		Nil		
	A distributor or transmitter must, as far as reasonably practicable, ensure that electricity supply to a customer's electrical installations complies with prescribed standards.	W	1	Single line diagrams Site inspections	1	No Quatity of Supply (QOS) meters installed; No Quatity of Supply (QOS) complaints received	Quality of Supply (QOS) meters to be installed at a convenient location, within 12 months	Brian Walter	30/11/2009
430	A distributor or transmitter must, so far as reasonably practicable, disconnect the supply of electricity to installations or property in specified circumstances, unless it is in the interest of the customer to maintain the supply	S	5	Condition/request has not occurred during the audit period - Nil to report	N/A		Nil		
	A distributor or transmitter must, as far as reasonably practicable, ensure that electricity supply of electricity is maintained and the occurrence and duration of the interruptions is kept to a minimum	М	2	Audit of SCADA records; PPA's reliability requirements; Correspondence to customers regarding outages	5		Nil		
433	A distributor or transmitter must consider whether, in specified circumstances, it should supply electricity by alternative means to a customer who will be affected by a proposed interruption	W	1	PPA's	5		Nil		
432	A distributor or transmitter must, as far as reasonably practicable, reduce the effect of any interruption on a customer	М	2	PPA's	5		Nil		
435	A distributor or transmitter must, as far as reasonably practicable, ensure that customers in specified areas do not have average total lengths of interruptions of supply greater than specified durations	W	1	PPA's	5		Nil		
436	The average total length of interruptions of supply is to be calculated using the specified method	W	1	PPA's	5		Nil		

121 Mathematics assumption and the set of									
Image: Another and the stand is a set of a s	437	A distributor or transmitter must, on							
Image: Another and the stand is a set of a s		request, provide to an affected customer							
Image: Instruments of a weithing of a billing o									
allow code like (set Exaction of Ling of Exaction of Condition/request has not occurred during the static period - Nile report NA NII NII 438 Allow for streament for state of the static period - Nile report NII NII NII NII 448 Allow for streament for state of the static period - Nile report NII NII NII NII 448 Allow for streament for state of the static period - Nile report NII NII NII NII 448 Allow for streament for state of the static period - Nile report NII NII NII NII 448 Allow for streament for state of the static period - Nile report NII NII NII NII 448 Allow for streament for state of the static period - Nile report NII NII NII NII 448 Allow for streament for state of the static period - Nile report NII NII NII NII NII 448 Allow for streament for state of the state of the state of the state period state of the state of the state period state of the state of the state of the state period state of the state of the state period state of the state of the state period state state period state of the state period state of									
Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology and marked biology) Indexty Streem (using and marked biology)<			W	3					
Behalting of Supply Cost 2015 Value Value Condition/requests has not accurded upper here audit period - Ni to regord NA NA NA NA NA 155 A labeloader or measure in relative or manufacture in relative or the audit period - Ni to regord NA			vv	5					
Image: Constraint of a second or and by constraint or and of a second or and by constraint or addition and state of the surf period. Not is report to the surf period. Not is repor		Industry (Network Quality and							
Image: Constraint of a second or and by constraint or and of a second or and by constraint or addition and state of the surf period. Not is report to the surf period. Not is repor		Reliability of Supply) Code 2005			Condition/request has not assurred during				
138 A backbow transmitter and a general to a gener									
138 A backbow transmitter and a general to a gener					the audit period - Nil to report	N/A		Nil	
wite accountry or white a use of maining states provide use of sign is a loss of grant of sign is a loss of grant of submitterial discription (sign is a loss of grant discription (sign is loss of grant discription (sign	/38	A distributore or transmitter that agrees			· ·				
ending conduction used to be indexing used in used used in indexing used in used used used used used used used used	450	5							
Image: and discovery in a loss of single or is large upper sis large upper single or is large upper single or is la									
4. Solver of delay so is bedragements 5 5 0		certain provisions must set out the							
4. Solver of delay so is bedragements 5 5 0		advantages and disadvantages to the							
444 Addrefter or transatile runs take bases are remained to grant the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second provide the second prov			S	5					
Image: constraint of the standing running of the subtraint of the subtrain									
Image: constraint of the standing running of the subtraint of the subtrain									
Image: constraint of the standing running of the subtraint of the subtrain					Condition/request has not occurred during				
441 A distributor or innoving must alle dispetched of aboves and executivy is notified by specified of aboves and the specified of above specified of aboves and the specified of ab						N1/A		NII	
Is sub days as as crossed second produces with subjects and crossed opcified registrements. N 2 Image: Construction of the subject of the su					the audit period - Nil to report	N/A		NII	
Increased y brankline for grant or disk specified registered. A distributor or transmitter materials and registered. A distributor or transmitter materials	444	A distributor or transmitter must take							
Increased y brankline for grant or disk specified registered. A distributor or transmitter materials and registered. A distributor or transmitter materials									
Adverbace transmiser mathematic mathematis mathematic mathematic mathematic mathematic mathematic math									
445 Adstributor or transactor mask loop poced of information regarding is compliance regarding is compli									
440 Adurbate or transmitter mus terms configures via specifie registrances of the period specified outplanes via specified registrances of the period specified registrances of the specified registrance registrater registrance registrance registrance regi									
440 Adurbate or transmitter mus terms configures via specifie registrances of the period specified outplanes via specified registrances of the period specified registrances of the specified registrance registrater registrance registrance registrance regi		specified requirements							
44 A discharator or transanter musik key normanics with specific registrems on genetities of information registring in combined information registring in combined in transanter musik key normanics with specific registrements and the performance Audit report; AMP audit report; AMP audit report; Condition/request has not occurred during in the audit period - Nil to report Image: Condition/request has not occurred during has a complex state and in an investigation of an investigation		- ·							
i i			М	2					
i i									
i i									
i i									
i i									
i i					Inspections of SCADA system, operations room				
445 A distributor or transmitter must key compliance with specific equirements for the period specifical. W Performance Audit report; AMP audit report; AMP audit report accented to port accented to performance audit period - Nil to report Nil 446 A distributor or transmitter must contained with specific equirements. W 3 Condition/request has not occurred during the audit period - Nil to report Ni 447 A distributor or transmitter must report the substration to the customer on accented W 3 Condition/request has not occurred during the audit period - Nil to report NiA Nil 447 A distributor or transmitter must report the substration to the customer one customer								NII	
keonds of information regarding its, for the period specified. w 1 Performance Audit report; AMP audit report AMP audit report; Receipts of payments made complete a quality investigation requested by a customer in acconduce with specified requirements. 446 A distributor or transmiter must complete a quality investigation requested by a customer in acconduce with specified requirements. 447 A distributor or transmiter must complete a quality investigation requested by a customer in acconduce with specified requirements. 4477 A distributor or transmiter must report the results of an investigation to the exumer concerned. 4487 A distributor or transmiter must report the results of an investigation to the exumer concerned. 4477 A distributor or transmiter must report the results of an investigation to the exumer concerned. 4487 A distributor or transmiter must report the audit period - Nil to report 4498 A distributor or transmiter must report the results of an investigation to the exumer concerned. 4499 A distributor or transmiter must report the results of an investigation to the exumer concerned. 4409 A distributor or transmiter must report the results of an investigation to the exumer concerned. 4419 A distributor or transmiter must requirements. 4419 A distributor or transmiter must report on its systems. for an independent audit and report					security, standby all aligements	5			
compliance with quefific requirements w W W Performance Audit report; AM audit report; AM audit report Nil Nil 446 contrastentior must requested by a customer in accordance with quefific requirements. w S Nil Image: Single Sing	445								
compliance with quefific requirements w W W Performance Audit report; AM audit report; AM audit report Nil Nil 446 contrastentior must requested by a customer in accordance with quefific requirements. w S Nil Image: Single Sing		records of information regarding its							
400 Adstributor or transmitter must requested by a customer an accordance with specified requirements. M 3 As a performance Audit report; Receipts of payments made M M M Mile Mile<									
446 A distributor or transmitter must export in accordance with specific requirements. with specific requirementspecific requirementspecis of the specific requirements.									
446 A distributor or transmitter must requert Addit report: Addit report: NII NII 446 A distributor or transmitter must requested by a customer in accordance with specified requirements. w 3 Condition/request has not occurred during the audit period - NII to report NII 447 A distributor or transmitter must report the customer in accordance with specified requirements. w 3 Condition/request has not occurred during the audit period - NII to report N/A NII 447 A distributor or transmitter must report the customer concerned w 3 Condition/request has not occurred during the audit period - NII to report N/A NII 447 A distributor or transmitter must report the customer concerned w 3 Condition/request has not occurred during the audit period - NII to report N/A NII 450 A distributor or transmitter must arrange for an independent autit and report on is systems for to curred during the audit period - NII to report N/A NII NII 450 A distributor or transmitter must arrange for an independent autit and report on is systems for to curred out in an report on is systems for to curred out in an report on is system for the curred out in respect of the operation of sust in a report on is system for to curred out in a report on is system for the curred out on in respect of the operation of sust in a report on so sy		tor the period specified.	W	1					
Image: second					Performance Audit report:				
Image: construction of transmitter must complete a quality investigation requested by a customer in accordance with specified requirments. Receipts of payments made S Nil Moli (Construction of transmitter must complete a quality investigation requested by a customer in accordance with specified requirments. No Receipts of payments made Receipts of payments made S No Receipts of payments made Receipts of payment payments made Receipts of payment pa									
Image: construction of transmitter must complete a quality investigation requested by a customer in accordance with specified requirments. Receipts of payments made S Nil Moli (Construction of transmitter must complete a quality investigation requested by a customer in accordance with specified requirments. No Receipts of payments made Receipts of payments made S No Receipts of payments made Receipts of payment payments made Receipts of payment pa					AMP audit report				
446 A distributor or transmitter must complete a quality investigation requested by a customer in accordance with specified requirements. w 3 Condition/request has not occurred during the audit period - Nil to report N/A Nil 447 A distributor or transmitter must report the results of an investigation to the customer in accordance with specified requirements. w 3 Condition/request has not occurred during the audit period - Nil to report N/A Nil 447 A distributor or transmitter must report the results of an investigation to the customer concerned w 3 Condition/request has not occurred during the audit period - Nil to report N/A Nil 450 A distributor or transmitter must report in accordance with specific requirements. This is to be carried out and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out and respect of the operation of such systems for monitoring and respect on its systems for monitoring and respect on the systems for monitoring and respect on the systems for monitoring and respect on its systems for monitoring and respect on the operation of such systems for monitoring and respect on the operation of such systems for monitoring and respect on the operation of such systems for monitoring and respect of the operation of such systems for monitoring and respect on the operation of such systems for monitoring and respect of the operation of such systems for monitoring and respect of the operation of such systems for						-		Nil	
complete a quility investigation requested by a customer in accordance with specified requirements. w 3.8 A distributor or transmitter must report the audit period - Nil to report N/A Neuronal Nil 447 A distributor or transmitter must report the results of an investigation to the customer concerned w 3.8 A distributor or transmitter must report the audit period - Nil to report N/A Neuronal Nil 447 A distributor or transmitter must report the results of an investigation to the customer concerned w 3.8 Condition/request has not occurred during the audit period - Nil to report N/A Neuronal Nil 450 A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems for monitoring and report on is systems for monitoring and report on is systems for monitoring and requirements. This is to be carried out in respect of the operation of such systems for monitoring and requirements. This is to be carried out in respect of the operation of such systems for monitoring and requirements. This is to be carried out in respect of the operation of such systems for monitoring and requirements. This is to be carried out in respect of the operation of such systems for monitoring and requirements. This is to be carried out in respect of the operation of such systems formonitoring and requirements. This is to b					neceipts of payments made	5			
requested by a customer in accordance W 3 A distributor crasmitter must report the results of an investigation to the customer concerned N/A	446								
requested by a customer in accordance W 3 A distributor crasmitter must report the results of an investigation to the customer concerned N/A		complete a quality investigation							
with specified requirements. W 3 Condition/request has not occurred during the audit period - Nil to report N/A Nil 447 A distributor or transmitter must report the results of an investigation to the customer concerned X S S Condition/request has not occurred during the audit period - Nil to report N/A N/A S <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>									
447 A distributor or transmitter must report the results of an investigation to the customer concerned 3 Condition/request has not occurred during the audit period - Nil to report N/A Nil 447 A distributor or transmitter must customer concerned W 3 Condition/request has not occurred during the audit period - Nil to report N/A Image: Condition of the repute the audit period - Nil to report N/A Image: Condition of the repute the audit period - Nil to report N/A Image: Condition of the repute the audit period - Nil to report N/A Image: Condition of the repute the audit period - Nil to report N/A Nil 450 A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring and its systems for monitoring and in respect of the operation of such systems during each year ending on 30 M 4 Performance report as required by section 26 of the Electricity Industry (Network Quality and of the Electricity Industry (Network Quality and of the Electricity Industry (Network Quality and of the tequirement to prepare and for the requirement to prepare and Ferson Subsequently granted for the requirement to prepare and Image: Condition of Such Subsequently granted									
Image: system during each year ending on 30 Image: sy		with specified requirements.	w	3					
Image: set in the set is set in				5					
Image: set in the set is set in									
Image: set in the set is set in					Condition/request has not occurred during				
447 A distributor or transmitter must report the results of an investigation to the customer concerned W 3 W 3 Condition/request has not occurred during the audit period - Nil to report N/A 450 A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 M 4						Ν/Δ		Nil	
the results of an investigation to the customer concerned w 3.4 A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out and systems during each year ending on 30 M 4.4 Performance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 M 4.4 Performance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report as required by section 26 of the Electricity Industry (Network Quality and systems during each year ending on 30 Ferromance report each year ending on 30 Feromance report each year ending on 30 F						11/71			
customer concernedW3As<									
customer concernedW3As<		the results of an investigation to the							
W3W3Condition/request has not occurred during the audit period - Nil to reportN/AMessageMessageMessage450A distributor or transmiter must arrange for an independent audit and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30M4Performance report as required by section 26 of the Electricity Industry (Network Quality and for the requirement to prepare and for the requirement to prepare andFereformance report as required by section 26 of the Electricity Industry (Network Quality andReport was submitted late; Exemption subsequently granted for the requirement to prepare andFereformance report as required by section 26 of the Electricity Industry (Network Quality andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 of the Electricity Industry (Network Quality andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the requirement to prepare andFereformance report as required by section 26 for the require									
Image: series of the operation of such systems during each year ending on 30 Image: series during each year endi									
Image: series of the operation of such systems during each year ending on 30 Image: series during each year endi			W	3					
Image: systems during each year ending on 30Image: systems d									
Image: systems during each year ending on 30Image: systems d									
450 A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 M 4 4 Performance report as required by section 26 of the Electricity Industry (Network Quality and of the requirement to prepare and the prepare and of the requirement to prepare an									
450 A distributor or transmitter must arrange for an independent audit and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 M 4 4 Performance report as required by section 26 of the Electricity Industry (Network Quality and of the requirement to prepare and the prepare and of the requirement to prepare an					the audit period - Nil to report	N/A		Nil	
arrange for an independent audit and report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 $^{\rm A}$ $^{\rm A}$ $^{\rm A}$ $^{\rm Performance report as required by section 26of the Electricity Industry (Network Quality and^{\rm Compliance with specific requirement to prepare and report as required by section 26of the Electricity Industry (Network Quality and report as requirement to prepare and report$	450	A distributor or two							
report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	450								
report on its systems for monitoring and its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4		arrange for an independent audit and							
its compliance with specific requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 M 4 Performance report as required by section 26 of the Electricity Industry (Network Quality and of the Electricity Industry (Network Quality and Report was submitted late; Exemption subsequently granted for the requirement to prepare and									
requirements. This is to be carried out in respect of the operation of such systems during each year ending on 30 M 4 Performance report as required by section 26 of the Electricity Industry (Network Quality and of the Electricity Industry (Network Quality and of the requirement to prepare and									
Interspect of the operation of such systems during each year ending on 30Performance report as required by section 26 of the Electricity Industry (Network Quality andExemption subsequently granted for the requirement to prepare and			М	4			Report was submitted late;		
systems during each year ending on 30 of the Electricity Industry (Network Quality and for the requirement to prepare and					Performance report as required by section 26		-		
systems during each year ending on 30 of the Electricity Industry (Network Quality and for the requirement to prepare and									
					of the Electricity Industry (Network Quality and		for the requirement to prepare and		
								Nil	
		•				4			

A distributor or transmitter must prepare and publish a report about its performance in accordance with specified requirements.	М		Performance report as required by section 26 of the Electricity Industry (Network Quality and Reliability) Code 2006	Report was submitted late; Exemption subsequently granted for the requirement to prepare and submit such report	Nil
A distributor or transmitter must give a copy of its report about its performance to the Minister and the Authority within the specified period	М	5	Performance report as required by section 26 of the Electricity Industry (Network Quality and Reliability) Code 2006	Report was submitted late; Exemption subsequently granted for the requirement to prepare and submit such report	Nil



Appendix C Contributors and Personnel Interviewed in the Conduct of the Audit

The following personnel from PHL and the OHP were directly involved in the conduct of this audit. They were either interviewed directly or contributed to the information that was assessed in arriving at the audit findings.

Nigel Baker	Executive Manager, Global Operations
Kate Summers	Regulatory compliance manager
John D'Rozario	Accountant, Operations
Chris Gordon	Finance administration officer
Liz Miles	HR Officer
Jamie Rhine	Network support engineer
Tim Novice	Desktop support engineer
Mike Donovan	Assistant Ord Hydro Manager
Brian Walter	Ord Hydro Manager
Darren Sexton	Manager, Operations
George Glab	Senior operations engineer
Daniel Hayward	Global IT Manager